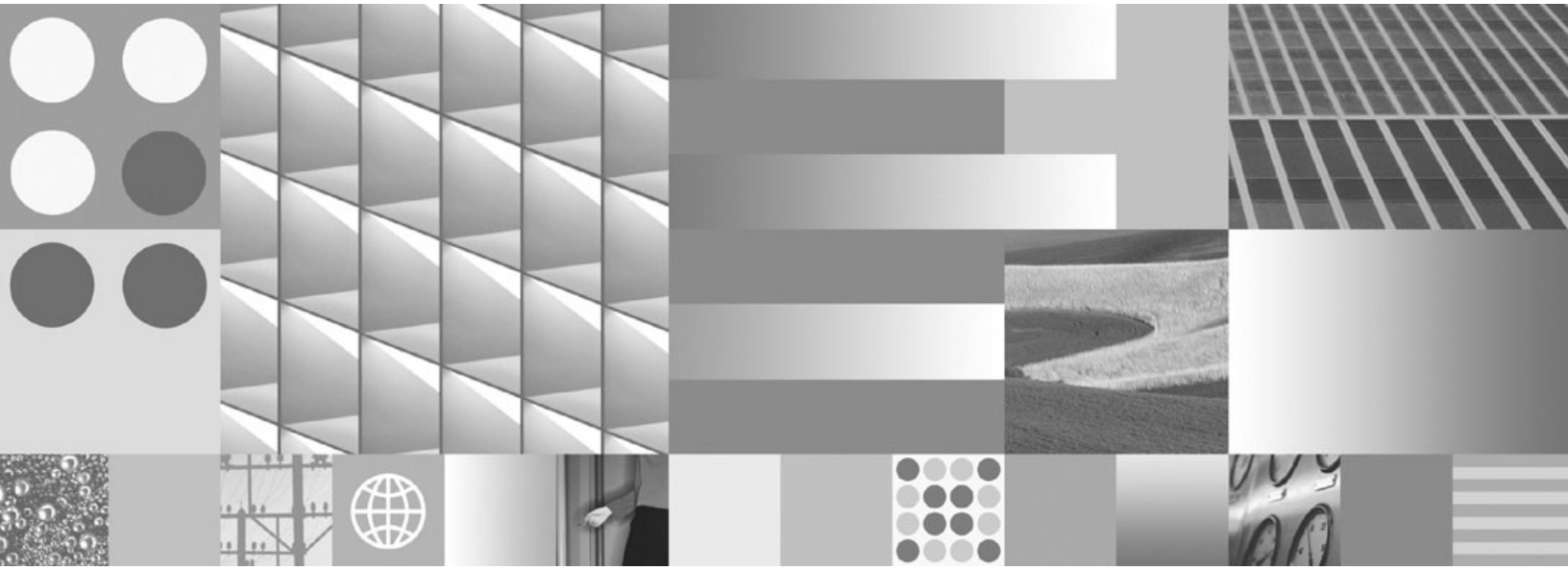
IBM FileNet Image Services

Version 4.0

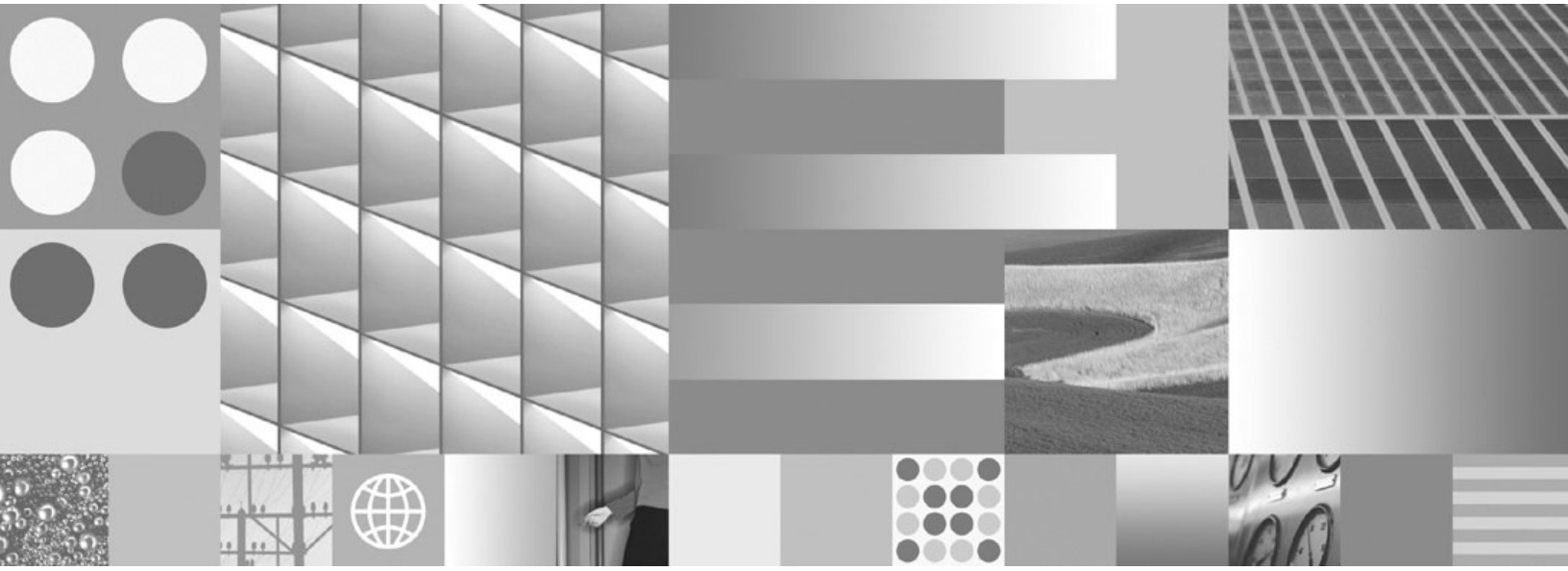


Release Notes

GC31-5587-03

IBM FileNet Image Services

Version 4.0



Release Notes

GC31-5587-03

Note
Before using this information and the product it supports, read the information in "Notices" on page 260.

This edition applies to version 4.0.0 of IBM FileNet Image Services (product number 5724-R95) and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Introduction

These Release Notes cover items specific to the IBM® FileNet® Image Services server software and the Image Services Toolkit (ISTK). In an effort to simplify this document, the release notes are now placed in numerical order from lowest Release Note number to the highest.

Because Release Notes are updated when necessary, check for changes periodically.

Release Notes Categories:

IUP: Installation and Update Procedures
CON: Configuration Issues
H/W: Hardware Issues
F/F: Features and Functions
MES: Messages and Information
CIU: Critical Installation/Update Defects
P/D: Platform and Database Issues
WAL: Image Services Toolkit
O/I: Other Issues

Accessing IBM FileNet documentation, compatibility matrices, and fix packs

Documentation

To access documentation for IBM FileNet products, including the most recent version of these release notes:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).

2. Select the appropriate IBM FileNet product from the “Select a category” list.

3. From the Product Support page, click Product Documentation under Learn.

4. From the Product Documentation page:

   a. If necessary, display the document list by clicking the Doc link for the appropriate component product.

   b. Click the icon in the appropriate release column to access the document you need.

Compatibility matrices and fix packs

To access compatibility matrices and fix packs for IBM FileNet products:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).
2. Select the appropriate IBM FileNet product from the "Select a category" list.
3. From the Product Support page, click IBM FileNet Fix Packs under Download.
4. From the IBM FileNet Fix Packs page, click IBM FileNet P8 Platform.
5. From the Fix Packs for IBM FileNet P8 Platform page:
   - Click **Matrix** to access the compatibility matrix.
   - Click the release number to access the fix pack you need.

IBM FileNet Education

IBM provides various forms of education. Please visit the IBM Information Management support page at (www.ibm.com/software/data/support).

Comments and Suggestions

Send your comments by e-mail to **comments@us.ibm.com**. Be sure to include the name of the product, the version number of the product, and the name and part number of the book (if applicable). If you are commenting on specific text, include the location of the text (for example, a chapter and section title, a table number, a page number, or a help topic title).

91 Do not run fn_edit to change OSAR GTL configuration if drive fails

Date: October 30, 1997

IS Release: IS 3.4.1 and later

Subsystem: System Configuration Tools

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

The OSAR GTL will exhibit unusual behavior and log errors if a drive in any position (other than the bottom or last position) is removed or turned off and then fn_edit is run to reconfigure the OSAR GTL. The behavior and types of errors logged are dependent upon the function being performed by the OSAR GTL at the time the drive is turned off or disabled.

Workaround:

Disable the drive position from Storage Library Control in Xapex. If you remove or turn off a drive and then run fn_edit, you will have to physically move the drives so that the top position is filled and there are no gaps in the positions to the last drive then re-run fn_edit.

Keywords: OSAR GTL, fn_edit, disable drive

Reference: None

99 fn_edit allows user to change the name of the CDB

Date: February 12, 1998

IS Release: 3.4.1 and later

Subsystem: System Configuration Tools

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

When you first run fn_edit on a new install, the first field in the GUI is the name of the file. This can be edited. The CDB file will then take on that name. For instance, the name is normally IMS_XX.cdb. If you change IMS to VW, you will get a CDB file called VW_XX.cdb.

The problem is that other tools such as fn_build and fn_dataset_config have IMS hard-coded, so they will fail because they can't find the file. In the case of fn_dataset_config, it will generate a huge number of errors that indicate that the CDB is corrupted. If this situation is not corrected the number of error messages logged can fill up a disk.

Workaround:

Don't change the name of the configuration database file. If a site has already done this and is running into the aforementioned problems, then you can go into fnsw/local/sd/conf_db and rename all of the CDB files back to IMS_XX.cdb.

Keywords: CDB, fn_edit

Reference: STR 46049 STR 46050

105 Firmware level required on HP600fx for MC/ServiceGuard system

Date: February 13, 1998

IS Release: 3.4.1 and later

Subsystem: OSAR Hardware and Firmware

Platform: HP9

O/S Name and Revision: HP-UX 10.20

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

Doc services will not come up after system failover. FNscsireset will hang.

The HP600fx needs to have HP firmware version 0.45 for the arm and HP firmware version 1.48 for all 4X drives.

LUN mode must be on

Workaround:

Manually reset the HP 600fx by pressing the reset button while the FNscsireset process is running.

Keywords: ServiceGuard, scsi, FNscsireset, HP600fx

Reference: None.

117 fn_edit saves empty cdb file because of full file system

Date: February 28, 1998

IS Release: 3.4.1 and later

Subsystem: System Configuration Tools

Platform: AIX ®

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

The cdb file is empty when saved by fn_edit when file system is full. There should be error message in log file indicating full file system. Without any error message user may consider this as a major issue.

This situation can manifest itself in a number of different ways depending on what operation is being attempted. If you begin seeing numerous configuration errors on a system that had previously been running, check the size of the cdb file by entering the following command:

```
ls -lrt /fnsw/local/sd/conf_db
```

The last file listed should not have a zero size.

Workaround:

Delete the zero length cdb file and create some room in the file system.

Keywords: fn_edit, cdb

Reference: STR 45877

122 COLD Import Log does not display two-part job names

Date: February 20, 1998

IS Release: 3.4.1 and later

Subsystem: COLD

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

Be aware when using two-part job names with embedded blanks that only the first part of the name appears in the import log. If you are using many job names of this type, you will not be able to keep track of the processing.

Workaround:

Do not used embedded blanks in report names and job names

Keywords: jobname, reportname

Reference: STR 40669

125 'cfg_verify' messages indicate misconfigured kernel parameters

Date: February 23, 1998

IS Release: 3.4.1 and later

Subsystem: System Configuration Tools

Platform: HP9, AIX

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

Beginning with 3.4.1 a module called cfg_verify will run whenever the IS software is started. The purpose of this module is to check the kernel parameter settings to verify they meet or exceed the IS requirements. In 3.4.1 this has been implemented on the HP platform only, future releases will extend this functionality to other platforms.

Carefully check the system error log for any messages containing 'cfg_verify', these messages will designate which kernel parameters have values which do not meet the IS requirements. Failure to correct these kernel parameters may result in a variety of errors or problems once IS is running and actively being used.

Workaround: None

Keywords: Kernel parameters, cfg_verify

Reference: None

129 installp returns misleading error when re-installing media

Date: February 25, 1998

IS Release: N/A

Subsystem: AIX OS

Platform: AIX

O/S Name and Revision: AIX

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

When installing media, the user typically runs smit install_latest. If you are reinstalling a previously installed package, you may get the following error:

No installable software products were found on the media.

This error is misleading; it really means that it can't install any of the products because they are all already installed.

Workaround:

You need to force installp to install over the existing products. In order to do this, you need to change three parameters when running smit install_latest:

Set the 'software to install' parameter from 'all_latest' or 'all_licensed' to 'all'.

Set the 'automatically install requisite software' parameter to 'no'. The default will be 'Yes'.

Set the 'overwrite same or previous versions' parameter to 'Yes'. The default will be 'No'.

Keywords: AIX, installp, smit, install_latest

Reference: STR 42583

184 Password expires for all users at 2nd rollover of renewal days

Date: August 5, 1998

IS Release: 3.4.2 and later

Subsystem: Security Services

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: FF

Symptom and Description:

When user tries to logon, they get an error "SEC_logon:<92,0,178>.The password has expired"

This occurs when the default security setting for password renewal is set. When the expiration date arrives, the users get the chance to login and change their password. When the next expiration date rolls around, the users password expire and the SysAdmin will need to go into each account and reset the password.

Workaround:

After resetting the password renewal, use SEC_tool to export the database. Then, import the database with the overwrite option.

Keywords: password

Reference: STR 48421

191 Cannot run HP-UX 11.0 GUI tools from non-HP CDE workstations

Date: September 8, 1998

IS Release: 3.5.0 and later

Platform: HP11

O/S Name and Revision: HP-UX 11.0

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

If you rlogin to an HP server running HP-UX 11.0 from a non-HP workstation running CDE you get the following warning and the application will not start:

Unable to load any usable fontset

Workaround:

1. Run Motif Window Manager (mwm) instead of CDE.

2. Start the font server on HP-UX 11.0 and add to the font path of the non-HP workstation.

Refer to Appendix F "Configuring a FONT server..." in the Installation/Configuration Procedure for HP-UX for instructions.

Keywords: fontset, font, missing charsets

Reference: STR 47892

192 fn_edit doesn't save data entered without exiting the cell first

Date: September 9, 1998

IS Release: 3.4.1 and later

Subsystem:

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

When making changes to individual cells within fn_edit the last piece of information entered reverts back to the original value when saving the data if the cursor still resides in the last cell. This is due to a known bug within the 3rd party XVT software.

Workaround:

Prior to performing a save function, select any other cell within the current TAB on the fn_edit screen. If the user decides to save the current settings, the last value entered will be saved to disk.

Keywords: fn_edit

Reference: STR 44752

216 Drive numbering differences in storage libraries

Date: April 9, 1999

IS Release: All

Subsystem: Document Services

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

There is a difference in the numbering of optical drives, for purposes of error reporting from the FileNet software, depending upon whether the storage library has a SCSI or RS-232 robotic arm.

Storage libraries with an RS-232 robotic arm begin the numbering of optical drives with 0 (zero). Only FileNet RS-232 robotic arm storage libraries are considered FileNet OSARs. An example is the FileNet GTL series of OSARs.

Storage libraries with a SCSI robotic arm begin the numbering of optical drives with 1 (one). SCSI robotic arm storage libraries include those manufactured by HP and IBM, as well as the FileNet GTS series of OSARs.

Look at the following error message generated from a storage library with a SCSI robotic arm as an example:

1. 99/02/09 12:38:02.636 <fnsw> dsched (9126) ... [WARNING]
2. ARM Mosar=b CDB=a6000000 001f0001 001f0000
3. 'XCHG s1->d1*' MoErr=3 Status=Check Recovd_err/SenseKey2=82
4. Sense data = 70000100 000000e8 00000000 82010000 00005354 30303103
5. 001f0001 001f0000 00000000 00000000 00000000 00000000 00000000
6. 84d88080 809000b4 BL RX000 AAAO ST024 AAAK SD100 AAAK SE024
7. AABL RX100 AAAO ST024 AAAK SD000 AAAK SE004 AABL RX000
8. AAAO ST004 AAAK SD100 AAAK SE001 AABL RX100 AAAO ST001
9. AAAK SD000 BAAK RF000 RF760

Lines 1 through 3 of this message come from the FileNet software.
Lines 4 through 9 are returned from the optical drive firmware.

The characters 's1->d1' in line 3 indicate there is a problem with slot 1 and drive 1.

The characters 'RF760' at the end of line 9 translate to "Media in ODD 0 failed to spin up...".

This error message refers to a single problem with the 'first' optical drive in the library. The FileNet software error reporting will refer to this drive as '0' if the storage library has an RS-232 robotic arm and '1' if the storage library has a SCSI robotic arm. The optical drive firmware data will always refer to this drive as '0'.

Workaround:

None. This is a difference in the way the FileNet software and the optical drive manufacturer report error conditions. Just be aware of this difference and make sure your storage library service provider is also aware of it.

Keywords: Drives, Storage Libraries, robotic arm, error reporting

Reference: STR 50229

227 200fx jukebox not in OSAR contents table

Date: July 26, 1999

IS Release: IS 3.4.2 and later

Subsystem: System Configuration Tools

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

Product id C1170A is not in the OSAR contents table for 200FX jukebox. As a result, fn_edit auto-configure of HP200FX will not complete successfully.

The jukebox, according to the HP website, should be returning a SCSI ID of C1170F (indicating 4X optical drives) instead of C1170A (indicating 2X optical drives). The 200fx is not a common jukebox. It was never sold by HP but is created via a field upgrade of a 2X jukebox model.

Workaround:

Manually configure the jukebox.

Keywords: fn_edit, auto-configure, optical library, HP 200FX

Reference: STR 49188

228 Do not configure optical libraries while FileNet software is up

Date: July 26, 1999

IS Release: 3.5.0 and later

Subsystem: System Configuration Tools

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

Auto-configuration or re-configuration of an optical library via fn_edit when the FileNet software is up can lead to unpredictable results and leave the server in an unstable state.

Workaround:

Reboot the server.

Keywords: fn_edit, auto-configure, optical library

Reference: STR 49008

292 HP optical drives not recognized with Windows 2000

Date: February 28, 2001

IS Release: 3.6, 4.0

Subsystem: Hardware

Platform: NT

O/S Name & Rev: Windows® 2000

RDBMS Name & Rev: N/A

Release Notes Category: P/D

Symptom and Description:

When the system boots, all addresses on the SCSI bus are polled in order to determine what devices are present. Some or all of the devices inside the HP library may not be recognized. Changes were made to the Adaptec or Microsoft® drivers for the Adaptec 294x cards for Windows 2000 that caused the time between sending a SCSI reset and polling the devices to be changed. The new timing appears to be in violation of the recommendation in the SCSI specification and it appears to cause problems for the HP library. Libraries affected include the 1200ex, 660 ex, 400ex, 320ex, 160ex, 600fx, 330fx, 200fx, 160fx, 80fx, 300st, 165st, 100st, 80st and 40st.

Workaround:

Adaptec has provided a patch to their aic78xx.sys SCSI driver. Download the patch from Adaptec, using the Filename and password indicated below.

www.adaptec.com/support/files/
filename: aic78xx.exe
password: space

Installing the aic78xx.sys driver on Windows 2000 requires a driver installation diskette to be created. To create this disk, Select the “2940 Family” option under “SCSI Host Adapters” at the following Adaptec site:
<http://www.adaptec.com/worldwide/support/driverindex.html>

From this location, select the “Drivers for Windows 2000 version 1.00b” option under the Microsoft Windows 2000 selection. Follow the prompts to download the installation diskette. Unzip the downloaded file to a floppy diskette.

Replace the aic78xx.sys file that is located in the “Win2000\Ultra” folder of the installation diskette with the aic78xx.sys driver patch that was download above. This

diskette will now be used to update the Windows 2000 SCSI driver by using the Device Manager and Driver Update Wizard in Windows 2000.

When the update completes, go to the “Windows\System32\Drivers” folder and find the aic78xx.sys file. Right click on the file, select “Properties” and verify that the file version is d2.23_s1_beta03.

Keywords: Adaptec, SCSI

Reference: STR 55503

302 MS Terminal Services is not supported to perform IS administrative functions

Date: March 23, 2001

IS Release: 3.5.0 and later

Subsystem: SystemV Networking

Platform: PCNT

O/S Name and Revision: Microsoft Windows 2000

RDBMS Name and Revision: N/A

Release Notes Category: P/W

Symptom and Description:

Problems have been reported running IS administrative functions in an MS Terminal Services environment, including but not limited to: Data not displaying properly or at all, the UI locking up, and the server crashing.

Workaround:

Use PC Anywhere

Keywords: Terminal Services, Windows 2000

Reference: STRs 52804, 53704, 53965, 56064

304 Setting the Start Address for Image Services Toolkit Shared Memory

Date: May 2, 2001 (Updated August 4, 2006)

IS Release: 3.6.0 and later

Subsystem: SystemV Miscellaneous

Platform: NT

O/S Name and Revision: Windows 2000

RDBMS Name and Revision: NA

Release Notes Category: WAL

Symptom and Description:

The IS Toolkit SysV library creates and maintains shared memory segments for use by IS Toolkit applications. The IS Toolkit memory usage design requires the storage of shared memory pointers in shared memory. These pointers are used by all IS Toolkit applications. In order for these pointers to work properly, each IS Toolkit application must attach to IS Toolkit shared memory at a known hard-coded address. The default address is 0x45000000. Potential problems arise if this address conflicts with the memory usage of, for example, a third party library that links to IS Toolkit applications. The nature of these conflicts can vary, but the general result is the same - the software will not function and memory usage errors are generated. Either the third party library or one of the IS Toolkit libraries will be unable to access the memory because it is already in use.

Workaround:

One possible solution to the problem is to load the IS Toolkit SysV.dll library first before any third-party libraries. However, this is not always feasible.

Another solution is to change the default IS Toolkit hard-coded start address for shared memory. Some experimentation may be necessary to determine the new base address. A special version of the SysV library can be built by engineering which produces a file containing a map of the virtual memory contents. Engineering should be contacted when a potential memory conflict problem occurs. The special SysV should be installed at the customer site and the problem duplicated. When the problem occurs, SysV generates an IS Toolkit elog message which states: "saving virtual memory map in file" followed by the file name. The file is saved in a directory named client_logs. This directory generally is found in folder client\logs. However, if the log file is not found in this location then a search should be done to locate it. The virtual memory map file must

be examined by engineering to determine a safe address to use for SysV shared memory.

Note: the new shared memory start address must reside on a 64K boundary (the low order four digits of the address must be zero) otherwise the ISTK application will not startup. For example, if the virtual memory map indicates a large free area of memory starting at address 0x1d2ce000, then “round up” this address to 0x1d2d0000.

Once the new shared memory address is determined, use the following procedure to force SysV to use the new address:

1. Terminate all IS Toolkit applications.
2. Use regedt32.exe to select (highlight) the following key:
   HKEY_LOCAL_MACHINE\\SOFTWARE\\FileNet\\Image Services Toolkit\\CurrentVersion
3. Use the pull-down menu Edit to select Add Value
4. Create the new entry Value Name: StartShmAddress
5. Create the new entry Data Type: REG_DWORD
6. Set the value of StartShmAddress to the new address in hex.
   For example, the new value might be 0x48000000.
7. Exit out of regedt32.exe

Examine/verify the new setting by running the command "wal_ipc -A" in a DOS window. This displays the number of IS Toolkit shared memory segments which have been allocated and also their addresses.

Keywords: Shared Memory, Memory conflict

Reference:

306 COLD Document restart is not safe after an abnormal failure such as power outage or system shutdown

Date: May 4, 2001

IS Release: 3.6 and later

Subsystem: COLD

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

Indexes missing, start/stop doc_ids missing from Import Log file

Workaround:

Run the job again from the start

Keywords: COLD, Import Documents, Restart

Reference: STR 56644, 56648, 56718

312 Solaris 8 108991-06 patch set causes the NLSPATH to be blanked out

Date: July 8, 2001

IS Release: 3.6 and later

Subsystem: N/A

Platform: SUNOS

O/S Name and Revision: Solaris 8

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

Solaris 8 108991-06 patch (or higher) causes the NLSPATH to be blanked out. The most obvious side effect of installing the Solaris 8 108991-06 patch is that when the IS software is being started or stopped via initfnsw from the command line, numerous "get_nls_msg failed" warnings will be displayed instead of the actual status text, but the operation completes successfully.

Another way to determine if a system has this problem is to look at the FileNet error log. If the server has the patch installed the following error messages will be recorded in the FileNet error log:

2001/08/07 09:54:12.442 211,1,11 <fnsw> TM_daemon (4145) ... [INFO]
get_nls_msg failed: msg_index=103

If a user tries to run "fn_msg" or "msg" command, "no message text" will be returned even though the error tuple is an existing one.

Workaround:

On a Solaris 8 server, a Solaris patch MUST be installed prior to installing SCRs 133589, 133590, 133591 & 136678

Sun Microsystems has not officially released this patch, so the patch cannot be downloaded directly from the Sun Web site. The temporary patch id is T108991-15. IBM is not able to distribute the patch due to legal issues. If any IBM FileNet customer needs the patch, they MUST contact their Sun Microsystems support representative.

Keywords: NLSPATH, SUNOS

Reference: STR 56595. SCRs 133589, 133590, 133591 & 136678

316 Erase Docs on a system with a large database may take a long time

Date: August 10, 2001

IS Release: All

Subsystem: OSAR Services

Platform: All

O/S Name and Revision: All

RDBMS Name and Revision: All

Release Notes Category: F/F

Symptom and Description:

Erasing media on systems with large permanent databases may take a long time, because a full database search is automatically performed to find all documents on the media. The larger the database the longer this search may take.

Workaround:

Perform erase media on a separate system, unless there are open docs to be closed.

Keywords: erase media, large permanent database

Reference: STR 56481, RCI 2520

317 Background jobs may cause excessive disk swapping

Date: August 10, 2001

IS Release: All

Subsystem: OSAR Services

Platform: All

O/S Name and Revision: All

RDBMS Name and Revision: All

Release Notes Category: F/F

Symptom and Description:

Background jobs may cause excessive disk swapping.

Background jobs such as Import, Find Open Docs, Doc Copy may cause excessive disk swapping, even though fn_edit parameters are set to minimize disk swaps. This is because background jobs circumvent those parameters.

Workaround:

If excessive disk swapping is noticed, look for background jobs. Cancel or pause them and re-run them during a less active time.

Keywords: background jobs, import, erase, document copy, find open docs, disk swapping, disk swaps.

Reference: STR 56582, SEP 4590

318 Interruptions during erase disk may destroy disks or cause the system to lose track of disks

Date: August 10, 2001

IS Release: All

Subsystem: OSAR Services

Platform: All

O/S Name and Revision: All

RDBMS Name and Revision: All

Release Notes Category: F/F

Symptom and Description:

Interruptions during erase disk may destroy disks or cause the system to lose track of disks.

Workaround:

Do not run identify media or recycle fnsw during erase operations.

Keywords:

Reference: STRs 56768, 56774, SEP 4429

325 Do not restart a COLD Import Job after an abnormal termination

Date: October 31, 2001

IS Release: 3.6.10 and later

Subsystem: COLD

Platform: All

O/S Name and Revision: All

RDBMS Name and Revision: All

Release Notes Category: F/F

Symptom and Description:

You should not attempt to restart a COLD import job after an abnormal termination such as a power outage or system shutdown. If you do attempt a restart, errors will display (refer to related STRs for specific error tuples and messages) and data integrity may be in question. Abnormal termination of an Import Job causes the checkpoint file to be out of sync with the log header. Consequently, the Import Job log does not reflect the actual page count during a restart although all docs and pages DO get committed. Index properties are not saved in the checkpoint file and can be lost on the restart.

Workaround:

In the case of abnormal failure redo the COLD Import Job from the beginning.

Keywords: COLD, Import Job

Reference: STR 56644, 56648, 56718

326 Insufficient memory error on Microsoft Advanced Server or Datacenter

Date: October 5, 2001

IS Release: 3.6.0 and later

Subsystem: Installation and Configuration

Platform: W2K

O/S Name and Revision: Windows 2000 Server, Windows 2000 Advanced Server, Windows 2000 Datacenter

RDBMS Name and Revision:

Release Notes Category: IUP

Symptom and Description:

If there is insufficient memory available for running setup, you will see error number 111.

Workaround:

Remove the /3GB switch from the boot.ini file, reboot the system and run setup. After setup is complete, the /3GB switch can be added back into the boot.ini file.

Additional Information:

http://www.microsoft.com/windows2000/en/datacenter/help/vlm_7.htm
http://www.microsoft.com/windows2000/en/datacenter/help/vlm_6.htm
http://www.microsoft.com/windows2000/en/datacenter/help/enable_application_memory_tuning.htm

Keywords: Error 111, Setup, Insufficient memory.

Reference: RCI 2487

328 AIX 5L Version 5.1 Operating System is supported as of IS 3.6 SP1

Date: December 5, 2001

IS Release: 3.6 X

Subsystem: IP

Platform: AIX

O/S Name and Revision: AIX 5L® Version 5.1

RDBMS Name and Revision: Oracle 8.1.7

Release Notes Category: IUP

Description / Symptom:

The current IS 3.6 GA Installation Procedure does not include procedures for installing with the AIX 5L Version 5.1 operating system. When installing with AIX 5L Version 5.1, follow the procedures listed in the Workaround below.

Workaround:

Installs

Procedure 1: This is for fresh installs of servers that will be running the AIX 5L Operating System with FileNet Image Services 3.6 SP1 software. This procedure is intended for servers that are required to remain on IS 3.6 SP1. It is strongly recommended that the server be upgraded to the latest IS 3.6 Service Pack and Fix Pack Release (see Procedure 2).

Contact your support representative to obtain the latest versions of the /fnsw/bin/killfnsw and /fnsw/lib/shobj/SysV modules that have been released for the AIX hardware platform and the IS 3.6 SP3 release.

Install the AIX 5L Operating System (Be sure to add bos.adt [Application Development]).

IMPORTANT: The OS must be booted with kernels in 32-bit mode because Oracle 8.1.7 only supports 32-bit AIX 5L.

Use the IS Installation and Configuration Procedures for AIX/6000, Release 3.6 (October 2001 version) up to the “Reboot the System” section on page 156.

Note: When installing the Oracle 8.1.7 software, include the patch for bug 14303044 as indicated in the procedure.

At this point, access the Image Service 3.6 SP1 software package and copy the files to the /fnsw directory on the system using the following command:

```
cd  /cdrom/aixos/3.6.10.SP1/fnsw
cp  –Rf  *  /fnsw
```

Note: fn_setup will be run later in the procedure, so don't set permissions at this time.

Install Image Services 3.6 SP1 using the service pack installer (spinstall). This is required to make sure that the install is clean.

Complete the "Edit the /etc/inittab File" section on pages 162-163 of the Installation Procedures at this time.

Continue with the Installation Procedures starting with the "Reboot the System" section on page 156.

Note: Skip the "Edit the /etc/inittab File" section on page 162 since this has already been done.

Procedure 2: If there are no requirements for the server to remain on the Image Services 3.6 SP1 software, upgrade to the latest IS 3.6 Service Pack and Fix Pack Release.

Upgrades

This procedure is for updating servers currently running the AIX 4.3.3 Operating System with FileNet Image Services 3.6.

Install FileNet Image Services 3.6. SP1 as described in the Install README file located on the IS 3.6 SP1 software package.

Contact your service represenative to obtain the latest versions on the /fnsw/bin/killfnsw and /fnsw/lib/shobj/SysV modules that have been released for the AIX hardware platform and the IS 3.6 SP3 release.

Set the file ownerships and permissions by running the following command and answering the subsequent prompts:

```
/fnsw/bin/fn_setup
```

Upgrade the AIX Operating System to AIX 5L Version 5.1.

IMPORTANT: The OS must be booted with kernels in 32-bit mode because Oracle 8.1.7 only supports 32-bit AIX 5L.

As the Oracle user, relink the Oracle executables.

```
relink all
```

Start Image Services and return to production mode.

Keyword(S): AIX 5L, AIX 5.1, AIX 5L Version 5.1, 3.6 SP1, operating system

Reference Number(S): FNDTS00130023, SCR 144648

329 Modifications for properly translating the Euro character during the import of COLD data files

Date: December 17, 2001

IS Release: 3.6 SP1 and later

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Summary / Description:

Two issues have arisen during Euro character testing with the COLD product. First, some changes were required to the character set translations provided by COLD during data import. Second, a procedural change has been made to allow for displaying documents with the Euro character in them during COLD Preview. The solutions provided to these issues are not actual fixes, but considered legitimate work-arounds. They are being implemented as RCI 2539.

Background:
When importing data files into COLD, the data files are assumed to use the same character set format as the Image Services default character set. When this is not the case, a translation map is necessary so that the characters display correctly in the IS default character set. COLD provides a few translation maps to convert from other character set formats into the 8859-1 character set. The most common one translates from the EBCDIC character set into the 8859-1 character set.

Issue #1:
The Euro character is not supported in the 8859-1 character set, which is the one normally used for Western European countries. Instead, it is supported in the 8859-15 character set. Image Services does not support the 8859-15 character set as a default character set on the system. However, the Windows 1252 code page is a superset of the 8859-1 character set and also includes the Euro character. Consequently, it has been decided to import COLD documents that include the Euro character into the 1252 character set instead of 8859-1. As a result, customers must use the new character set translation files provided in order to import documents that contain the Euro character. Two new character set translation tables are being provided: one that translates from 8859-15 to 1252 and one that translates from EBCDIC to 1252.

Issue #2:
The Euro character cannot be displayed on UNIX® based IS servers during COLD Preview. This is because the default character set used, 8859-1, does not include the

Euro character. As a result, documents containing the Euro symbol can only be displayed during COLD Preview on Windows based IS servers. This can only be accomplished in conjunction with the resolution for issue #1, whereby COLD documents are being imported into the 1252 character set format.

Impact on the customer:
The new translation maps are supported by COLD Preview, COLD Import and the COLD daemon (cold_3770). To select one of the new translations maps from COLD Preview or Import go to the 'Character Set Translation' part of the window in the U/I. For the COLD daemon, specify the '-t' option with the name of the character set translation file to use.

Workaround:

Files provided:
The following files are provided to resolve the COLD related Euro character set issues.

8859-15_1252	8859-15 to 1252 translation map (binary)
8859-15_1252_src	8859-15 to 1252 translation map (ASCII)
eb_1252_src	EBCDIC to 1252 translation map (binary)
ebcdic_1252	EBCDIC to 1252 translation map (ASCII)

Note that the binary versions of the files are the ones used by COLD. The ASCII versions are made available for information only. They provide the specific mapping for each character in the character set and are used to generate the binary versions of the files.

Keywords: Euro character, 8859-15_1252_src, 8859-15_1252, eb_1252_src, ebcdic_1252

Reference: RCI 2539

332 Windows 2000 may fail to create new server stubs

Date: January 8, 2002

IS Release: IS 3.6.10 and later

Subsystem: N/A

Platform: NT

O/S Name and Revision: Windows 2000

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

Under an extremely heavy load, Windows 2000 may fail to create new server stubs and the following dialog appears on the server console:

> Application POPUP WINDOW (INXs.exe – Application Error): The application failed to initialize properly (0xc0000142).
> [Click on OK to terminate the application.]

INXs.exe is a server stub that is part of the FileNet application. This error can occur on other server stubs as well, such as CSMs.exe or DOCs.exe when trying to launch a new server stub. The error is logged in the event log with no additional information.

The "conInProgress" status displays in the PPMOI 'status' command's output on individual stubs. These stubs never become idle or available. Note that the POPUP WINDOW does not necessarily display on the server console.

Workaround:

To avoid these server stub errors, increase the amount of memory that the desktop heap is allowed to use.

To increase the memory, perform the following steps:

> WARNING: Using Registry Editor incorrectly can cause serious, system-wide problems that may require you to reinstall Windows NT®.
> Microsoft cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk.

1) Run the Registry Editor (RegEdt32.exe).

2) Under the HKEY_LOCAL_MACHINE subtree, drill down to the following subkey:

\System\CurrentControlSet\Control\Session Manager\SubSystems

3) In the **Windows key** the default data for this value will look similar to the following (all on one line):

%SystemRoot%\system32\csrss.exe ObjectDirectory=\Windows SharedSection=1024,3072 Windows=On SubSystemType=Windows ServerDll=basesrv,1 ServerDll=winsrv:UserServerDllInitialization,3 ServerDll=winsrv:ConServerDllInitialization,2 ProfileControl=Off MaxRequestThreads=16

4) In SharedSection=1024,3072, the value 3072 represents the heap size for desktops associated with the interactive Window station. Double click on the key to bring up the String Editor. Then scan along the line until you reach the part that defines the SharedSection values and add ",2048" after the second number.

If a third value of 512 already exists, increase it to 2048. (If there are 4 values present on a Windows 2000 computer, change the third value to 2048. The default is 512). This value in the Windows key should now look similar to the following:

%SystemRoot%\system32\csrss.exe ObjectDirectory=\Windows SharedSection=1024,3072,2048 Windows=On SubSystemType=Windows ServerDll=basesrv,1 ServerDll=winsrv:UserServerDllInitialization,3 ServerDll=winsrv:ConServerDllInitialization,2 ProfileControl=Off MaxRequestThreads=16

The 2048 specifies the desktop heap for desktops associated with non-interactive window stations. This tells the system to allocate 2048 KB of heap for each desktop.

5) After making this change, close RegEdt32 and restart the server.

Keywords: Initialize, 0xC0000142

Reference: FNDTS00114963, MSQ184802

340 Multiple storage library servers: background jobs remain 'queued' on secondary storage library server

Date: March 28, 2002

IS Release: 3.6.30 and later

Subsystem: Osar Services

Platform: ALL

O/S Name and Revision: ALL

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

When running Erase surfaces or Import background jobs on multiple storage library servers simultaneously, the queued jobs on the 2nd storage library server remain 'queued' and never start 'running'.

For example, if there is one 'running' erase or import job on a Root/Index/Storage library server and one 'queued' erase or import job on a secondary storage library server, when the job on the Root/Index/Storage library server completed, the 'queued' one on the secondary storage library server will not proceed to 'running' mode.

Workaround:

On multiple storage library server systems, erase media or import jobs should be run on only one server at a time.

A queued job can be aborted but cannot be suspended or resumed if it's not in the 'running' state. However, if the queued jobs on secondary storage library servers are the only jobs that have not been serviced on a multiple storage library server system, submitting another background job from a secondary storage library server will trigger all the queued jobs to commence 'running' and complete.

Keywords:

Reference: STR 58972, SEP 4585

341 Existing optical library number can get switched after autoconfig to add a new library

Date: May 6, 2002

IS Release: 3.6.30 and later

Subsystem: System Configuration

Platform: All

O/S Name and Revision:

RDBMS Name and Revision:

Release Notes Category: CON

Symptom and Description:

When you run the fn_edit procedure to auto-configure a new optical library, the library number assignments for existing libraries may be changed. If this happens, then problems will occur for libraries that were configured as a 'Preferred Library' for a document family.

This can happen if a new library is attached to a server where any previously configured opticals are scanned in a different order than when they were initially configured. For example, if you already have library A and B, scanned in that order, and you attach library C such that the libraries are scanned in the order of C, A, B, you will run into this problem. Also, if you manually configured libraries previously, you may have assigned library numbers differently than what what would have been assigned when they are auto-configured. Problems may occur when preferred libraries are defined for families, because they may no longer be assigned to the correct physical library.

Workaround:

Maintain an old copy of the as_conf.s file as a reference. After the auto-config, check whether the library numbers of previously existing libraries have changed. If so, edit the file so that it reflects the old numbers. If a new library is assigned to one of the previously used numbers it must be given a new number so that the old numbers are used by the previously existing libraries.

Keywords: fn_edit, auto-config, preferred library, storage library

Reference: STR 58135

342 Plasmon G238 14X library gets auto-configured with bus 2 drives being added as ODUs

Date: May 6, 2002

IS Release: 3.6.30 and later

Subsystem: System Configuration

Platform: All

O/S Name and Revision:

RDBMS Name and Revision:

Release Notes Category: CON

Symptom and Description:

Run fn_edit procedure to auto-config the Plasmon G238 14X library. The library has 10 drives, with 6 drives on one bus and 4 drives on a second bus. After the auto-configure, the drives on the second bus will also show up as ODUs.

Workaround:

Manually remove the ODU entries in fn_edit after the auto-configure.

Keywords: Plasmon G238, fn_edit, autoconfig

Reference: STR 58213

344 Do not define MSAR families with multiple concurrent write surfaces

Date: May 6, 2002

IS Release: 3.6.30 and later

Subsystem: Osar Services

Platform: All

O/S Name and Revision:

RDBMS Name and Revision:

Release Notes Category: CON

Symptom and Description:

If an MSAR family is defined with multiple concurrent write surfaces on the same MSAR library, the write requests go only to the first surface instead of being distributed to all of the surfaces. This leaves one or more blank MSAR surfaces that will not get written. These do no harm except that they take up MSAR slots and can't be ejected. They can be erased, however.

Workaround:

Do not define multiple concurrent write surfaces in the same library for MSAR surfaces.

Keywords: MSAR

Reference: STRs 58390, 58443, 58452

345 Erasing an out-of-sync MSAR surface requires recycling the FileNet software

Date: May 6, 2002

IS Release: 3.6.30 and later

Subsystem: OSAR Services

Platform: All

O/S Name and Revision:

RDBMS Name and Revision:

Release Notes Category: F/F

Symptom and Description:

Attempting to erase an MSAR surface with no active documents on it and the DO NOT USE flag set will terminate and the disk will be ejected.

Workaround:

If you want to erase an out-of-sync MSAR surface, you have to recycle the IS software before starting the erase job. The recycle removes the out-of-sync flag for a retry.

Keywords: MSAR, out-of-sync, erase

Reference: STR 59287

346 Erasing a DO NOT USE MSAR surface may take extended time to complete

Date: May 6, 2002

IS Release: 3.6.30 and later

Subsystem: OSAR Services

Platform: All

O/S Name and Revision:

RDBMS Name and Revision:

Release Notes Category: F/F

Symptom and Description:

If you erase an unlabelled surface that is marked “DO NOT USE”, it won’t erase until the next recycle of the IS software. (A recycle removes a DO NOT USE flag and retries). At that point, the erase does a sequential DB search for documents residing on that surface. This is extremely slow for large databases and can take an extended period of time.

Workaround:

Keywords: MSAR, MSAR SURFACE, ERASE

Reference: STR 59207

351 Ephemeral Port Settings

Date: June 11, 2002

IS Release: 3.5.0 and later

Subsystem: NV

Platform: ALL

O/S Name and Revision: ALL

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

It may be necessary to tune the "ephemeral port" network settings on your server's OS.

The default settings that come pre-configured with the OS are often insufficient for high-volume FileNet activity. As a result, the OS can intermittently run out of free socket ports. This will momentarily prevent the server from opening any new TCP connections, at which time activity will come to a halt. The system may or may not be able to recover once free ports become available again.

The system might be susceptible to this problem if your application mix involves a high number of short server connections.

Symptoms of the problem may include:
* Client intermittently receives "Method of object failed" during Doc.GetCachedFile
* Image Services Toolkit logs get chronic 15,16,17: COR_Open: connect failed with errno 10048
* Workflo Queue intensive app gets:
"COR_Open: connect to 30.34.192.237 [32769] failed with errno 227"

There are two methods for tuning the ephemeral ports:
* Increase the range of ports available to the OS
* Decrease the "TIME_WAIT" period for which the OS cannot reuse a closed port number

Both methods are platform-dependent. Refer to the tables below for the correct method for your OS.

Both methods are independent of each other – you can do one, the other, or both.

We recommend increasing the ephemeral port range when you install the IS server software. We don't recommend modifying TIME_WAIT unless the need arises.

There are no hard and fast guidelines for decreasing TIME_WAIT. The default value is usually 4 minutes. It can often safely be reduced to as little as 2 minutes or even 30 seconds. TIME_WAIT is designed to prevent any "lost packets" from an old connection from having the same port number as a current connection. If you're in a high-latency environment (for example, WAN or satellite traffic), your TIME_WAIT should be longer (e.g. the full four minutes). If you're certain that all packets will be received promptly (within milliseconds), then you can safely reduce TIME_WAIT.

Workaround:

METHODS
1. Configure the OS to increase the range of available port numbers
2. Configure the OS to reduce the TIME_WAIT period
METHOD 1: Increase Ephemeral Ports:

AIX (all):
vi /etc/rc.net =>
(Search for "/usr/sbin/no" and add the following statements to the TCP/UDP section, if not present):

```
/usr/sbin/no -o tcp_keepidle=80
/usr/sbin/no -o tcp_keepintvl=20
/usr/sbin/no -o tcp_ephemeral_low=42767
/usr/sbin/no -o tcp_ephemeral_high=65535
/usr/sbin/no -o udp_ephemeral_low=42767
/usr/sbin/no -o udp_ephemeral_high=65535
```

HPUX 10.20:
vi /etc/rc.initfnsw =>
(Search for "network options" and add the following statement to this section after the "fi"):

```
/usr/contrib/bin/nettune -s tcp high_port_enable 1
```

HPUX 10.30/HPUX 11.x:
vi /sbin/rc2.d/S340net =>

```
ndd -set /dev/udp udp_smallest_anon_port 42767
ndd -set /dev/udp udp_largest_anon_port  65535
ndd -set /dev/tcp tcp_smallest_anon_port 42767
ndd -set /dev/tcp tcp_largest_anon_port  65535
```

Solaris 2.x/Solaris 8:
vi /etc/rc2.d/S69inet =>

```
ndd -set /dev/udp udp_smallest_anon_port 42767
ndd -set /dev/udp udp_largest_anon_port  65535
ndd -set /dev/tcp tcp_smallest_anon_port 42767
ndd -set /dev/tcp tcp_largest_anon_port  65535
```

NT 4.0/Windows 2000:

Regedit,
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services
\Tcpip\Parameters\MaxUserPort => 65535
(default = 5000)

Method 2: Reduce TIME_WAIT:
AIX (all):
NOT CONFIGURABLE

HPUX 10.20:
NOT CONFIGURABLE

HPUX 10.30/HPUX 11.x:
vi /sbin/rc2.d/S340net =>
ndd –s /dev/tcp tcp_time_wait_interval 30000 (30,000 msec)

Solaris 2.x:
vi /etc/rc2.d/S69inet =>
ndd -set /dev/tcp tcp_close_wait_interval 30000
(DEFAULT= 24,0000ms, or 4 min)

Solaris 8 and above :
vi /etc/rc2.d/S69inet =>
ndd -set /dev/tcp tcp_time_wait_interval 30000
(DEFAULT= 24,0000ms, or 4 min)

NT 4.0/Windows 2000
Regedit,
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services
\Tcpip\Parameters\TcpTimedWaitDelay => 90
(default = 240, or 4 min)

Keywords: Network configuration

Reference: STR 59106

353 Cannot start software after Image Service Upgrade – WQS_convert fails

Date: June 7, 2002

IS Release: 3.6.10 and later

Subsystem: WorkFlo Queue Services

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: Oracle 8

Release Notes Category: CIU

Symptom and Description:

After upgrading a system from IS 3.5.0 to IS 3.6.0 or installing a Service Pack onto an IS 3.6.x system, the software may not start up. The following messages are written to the error log:

2002/06/06 15:53:12.310 121,0,3 <fnsw> WQS_convert (12922) ...
[SERIOUS] fail to check old release in WQS_convert

2002/06/06 15:53:12.368 211,1,13 <fnsw> TM_daemon_ctl
[SERIOUS] Exec of 'WQS_convert' returned non-zero status of '0x3'.

2002/06/06 15:53:12.380 211,1,11 <fnsw> TM_daemon_ctl
[SERIOUS] A failure occurred while waiting for a process to complete.

The reason this happens is that the rel_relnum field in the wqs_release table is empty.

Workaround:

Perform the following steps:
svrmgrl connect internal
startup pfile=/fnsw/local/oracle/init.ora
insert into wqs_release (rel_relnum) values ('350'); <= THIS INSERTS THE VALUE
select rel_relnum from wqs_release; <= THIS VERIFIES IT WAS INSERTED
commit;
initfnsw start

Keywords: WQS_convert

Reference: 59714

356 Installing Solaris 108991-18 Patch Set causes Operating System errors

Date: July 11, 2002

IS Release: IS 3.6.x and later

Subsystem: SUNOS

Platform: SUN

O/S Name and Revision: Solaris 8

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

The Solaris 8 Operating System Requirements lists patch 108991-18 as required for the Image Service 3.6 releases. If this patch is installed onto a system that already has Solaris patch 108827-15 installed, the system will crash.

Workaround:

The Solaris 8 Operating System Requirement documentation has been updated with the following information:

Solaris 8 Patch 108827-15

This patch obsoletes 108991-18. Solaris 8 2/02 or higher releases and recent Sun Patch Cluster 8_Recommended.zip downloaded from Sun web site use 108827-15 or higher. 108991-18 cannot be installed if 108827-15 or higher is installed, otherwise it will cause system to crash.

To verify is patch 108827-15 or higher has been installed, enter the following command:

```
showrev  p | grep 108827
```

Keywords: Solaris

Reference: STR 60169

363 Image Services Toolkit 3.6 SP2a has been re-released for Windows 2000 platform

Date: September 11, 2002

IS Release: Image Services Toolkit 3.6 SP2

Subsystem: N/A

Platform: NT

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: WAL

Symptom and Description:

When the Image Services Toolkit 3.6 SP2 media for the Windows 2000 platform was released on August 15, 2002, it did not contain all of the modules have were changed between cycles 3.6.10.26 and 3.6.10.70.

The following is the list of the SCRs that were not included on the media:

MODULE	3.6 SP2 STAMP	3.6a SP2 STAMP
stamp.exe	137379	152595
wal_ipc.exe	137369	141327
wal_doc.dll	137364	139260
wal_gti.dll	137372	151453
wal_ims.dll	137364	152947
wal_nch.dll	137370	145070
wal_nchr.dll	137371	145070
wal_sysv.dll	138954	151452

Workaround:

Engineering has released Image Services Toolkit 3.6 SP2a with all of the appropriate fixes as of the 3.6.10.70 cycle. The media was reissued for the Windows 2000 hardware platform only. This re-release applies only to the Windows platform, and the UNIX hardware platforms have not been affected.

Keywords: Image Services Toolkit, 3.6 SP2

Reference: N/A

366 LSI Logic 8751D SCSI driver on Windows 2000 causing SCSI resets with HP Libraries in LUN mode

Date: January 5, 2005

IS Release: 3.6.x, 4.0.0

Subsystem: General Hardware

Platform: Windows 2000

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

With the LSI Logic "FLINT-4.16.00" driver installed, SCSI resets are created when the LSI Logic 8751D SCSI adapter improperly negotiates the data transfer made in response to a request sense command. This occurs under two conditions.

In the first, a drive sending data to the host and disconnects from the SCSI bus. Another drive configured as a different LUN under the same SCSI ID as the one sending the data then gets on the bus and reports a check condition. Before a Request Sense command can be sent to this drive, the first drive gets back on the bus to continue its transfer. It sends 15 bytes but the host does not acknowledge them and the transfer hangs with the drive holding onto the SCSI bus. After 2 seconds, the bus is reset. Two seconds is the time out for sense data to be returned to the OS after a check condition report.

When a check condition is reported, the host usually renegotiates the data transfer mode with the target device. The transfer mode is established only once for each SCSI ID. This is one reason that devices with different transfer rates, like the drives and the library's arm, should not be configured as LUN's under the same SCSI ID.

In the second situation a drive is again sending data to the host. The host then sends an Inquiry command to another drive configured as a different LUN under the same SCSI ID as the one sending the data. The first drive again uses bus to continue the data transfer. It sends 15 bytes but the host does not acknowledge them and the transfer stalls at that point with the drive holding onto the SCSI bus. After 120 seconds, the bus is reset. 120 seconds is the time out period for the Read command.

In both situations the Request Sense command was queued in the host adapter that triggered the problem. The adapter renegotiates the data transfer mode whenever the Request Sense command is sent. The adapter was not properly preserving the state of the negotiation for the drive transferring data when setting up the negotiation for the

drive to which the Request Sense command was to be sent. This problem has been corrected in revision 4.16.02 of the adapter driver. This driver was not generally released but was made available for our use. The changes will be rolled into the next general release of the driver code; however it is not known when the next release of the driver code will be issued.

This release note only applies to the LSI Logic 8751D SCSI adapter.

Workaround:

This applies to the LSI Logic 8751D adapter.

Install LSI Logic Driver “FLINT-4.16.02”. You can download this driver from the LSI web site: http://www.lsi.com/.

1. From the LSI home page, select **Support & Downloads > Networking > Downloads**.

2. Click the Downloads tab, and select LSI8751D from the “Select a specific product” list.

Keywords: LSI Logic, 8751D, SCSI reset

Reference: STR 61017

367 LUN mode is not supported on HP-UX High Availability Systems

Date: November 12, 2002

IS Release: 3.5.0, 3.6.x and later

Subsystem: OSAR Hardware / Firmware

Platform: HP-UX

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

Each of the drives in the HP library has its own SCSI controller, meaning that it has its own SCSI ID. When the library is run in target mode, the host adapters in the server talk directly to the drives. The drives keep track of which host has sent them commands and they return the responses to the correct host.

When run in LUN mode, a board in the library called the interposer board (or the LUN converter board) gets in between the drives and the hosts. It receives the commands from the host, decides which drives they are for based on the SCSI ID and LUN used and directs them to the drive based on its actual SCSI ID. When the drive receives a command, it thinks that it has received it from the interposer board and so it sends its response back to the interposer board. The interposer board does not keep track of which host sent which command to which drive so it does not know to which host to send the response. Instead, the response is sent back to whichever host it has been talking to most recently.

The HA systems that we support allow only one host to be active at a time, so the limitation of the interposer board would not cause problems in most cases. There are times when both hosts may be active however. One is when they are booted, although this can be avoided by waiting for one server to boot completely before starting the other one. If one of the servers fails however, when it is booted to bring it back on line, it will poll the devices on the SCSI bus and this could result in command responses being directed to the wrong host. If the customer always idled the SCSI bus by disabling the arm and all of the drives inside the library before booting the server, they could theoretically work around this. We don't recommend this work around however.

Workaround:

Use target mode.

Keywords: HA, High Availability

Reference: N/A

374 Image Services Toolkit Applications fail on HP11 servers after installing Image Services Toolkit 3.6 SP2

Date: January 8, 2003

IS Release: 3.6.0 and later

Subsystem: Release Tools

Platform: HPUX 11.x

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: WAL

Symptom and Description:

After the installation of Image Services Toolkit 3.6 SP2 application will fail with the following error message:

/usr/lib/dld.sl: Unresolved symbol: fnt_getinterlock (code) from /fnsw/client/shobj/libECOR.sl

This is a problem ONLY on the HPUX 11.x platform.

Workaround:

Install SCR 159174.

Keywords: HPUX, Image Services Toolkit 3.6 SP2

Reference: STR 59260, SCR 159174

376 HP rp3400-class servers may require modification of FNPoll.servers file to configure optical storage devices

Date: October 26, 2004

IS Release: 4.0.0 SP2

Subsystem: SF

Platform: HP11

O/S Name and Revision: HP11

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

Proper configuration of optical storage libraries attached to SCSI adapters, such as A5159BA or A6829A, in the HP rp3400-class servers such as rp3410 and rp3440 will require modification of the FNPoll.servers file, located in /fnsw/bin, in order for FNPoll to work and create the fnsod device mknod files. Without this modification FNPoll will fail to create the device files.

Workaround:

The fix was this was made with SCR 210290 which will be released in IS 4.0 SP2 HFP3. Until that HFP is released, users will need to add the FNPoll.servers file entry for that server class.

The SCR fix adds the following lines to FNPoll.servers. It handles SCSI adapters A5159B (HVD) and A6829A (LVD/SE):

```
# r-Series; HP newer server models are named rpxxxx, such as rp3440.
# Note: this is a lower-case 'r' which is different from the R-series.
SE1       r       sctl        ctl          C1010
SE2       r       unknown unknown  none
DIFF1     r       sctl        ctl          C87x
DIFF2     r       unknown unknown  none
# type Series Driver  Class   Controller(s)
```

Keywords: SCSI, rp3410, rp3440, A5159B, A6829A

Reference*:* DTS 134181

381 Support for MSAR conversion of foreign surfaces

Date: January 27, 2003

IS Release: 3.6 ESE

Subsystem: OSAR Services

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

One of the key integration features in the MSAR project was support for conversion of existing optical surfaces to MSAR surfaces. However, this feature did not extend to existing foreign optical surfaces in the initial MSAR release (9/02). This support is essential for customers that have a large number of foreign surfaces to convert to MSAR surfaces and is now available with the installation of SCRs 163636 and 168367.

When you convert from a foreign optical surface, the target MSAR surface becomes a local surface rather than inheriting the 'foreign' attributes from the source optical surface.

The msar_convert_bkg program will now:
- accept a foreign optical surface
- use the local SSN as the ssn (the system_id field) in the volume label of the converted MSAR surface
- set the orig_ssn and orig_surfid fields with zero in the surf_info table of the target converted MSAR surface

Workaround: None

Keyword(S): MSAR, msar convert, st_msar_convert, foreign optical surfaces

Reference: RCI 2802, STR 61535

382 TM_daemon failed with error=67, 211,0,3 after installing AIX 5.2

Date: February 19, 2003

IS Release: 4.0.0

Platform: AIX 5.2

RDBMS Name and Revision: Oracle 9i Release 2

Release Notes Category: IUP

Symptom and Description:

When installing IS on a system that has a fresh install of AIX 5.2, TM_daemon will not start.

In 5.2, there was a change made so that a 'no' command cannot be executed from /etc/rc.net. This is controlled by the RCNETNO in the 5.2 /etc/rc.net. In 5.2 the settings are made in tunables (/etc/tunables/nextboot). (See the Differences Guide, http://www.redbooks.ibm.com/redbooks/SG245765.html as well as the Performance and Tuning Guide). NOTE: Systems that are upgraded from AIX 5.1 to AIX 5.2 will not have this problem.

Workaround:

With AIX 5.2, the procedure below needs to be done (once) to set the correct values in tunables. Because of the change in how the settings are made, instead of adding 'no' commands to /etc/rc.net they, need to be added at the beginning /etc/rc.dt:

1. Run the following commands to set the values in tunables:
   /usr/sbin/no -p -o tcp_ephemeral_low=42767
   /usr/sbin/no -p -o udp_ephemeral_low=42767

   The /etc/tunables/nextboot will contain the following:
   no:
   udp_ephemeral_low = "42767"
   tcp_ephemeral_low = "42767"

2. added the following to /etc/rc.dt:
   /usr/sbin/no -o tcp_ephemeral_low=42767
   /usr/sbin/no -o udp_ephemeral_low=42767

3. reboot the server.

Keywords: TM_deamon, error=67,

Reference: STR 61686, http://www.redbooks.ibm.com/redbooks/SG245765.htm

383 The HP A6829A LVD/SE Ultra 160 SCSI adapter for PCI bus will not work properly with HP 80ex and 125ex libraries

Date: February 11, 2003

IS Release: 3.6 SP1

Subsystem: Installation and Configuration

Platform: HP9

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

The HP A6829A dual port Ultra 160 LVD/SE SCSI adapter for PCI bus has been qualified for use. This adapter is supported on a number of HP boxes: rp2400, rp5400, rp7400, rp8400 and superdome servers.

This card has been successfully tested with the following libraries: HP: 40fx, 300st, 220mx; IBM 3995; Plasmon G104, G638; FileNet PDC ODU 1.3GB.

This card was found to NOT work properly with the HP 80ex and 125ex libraries.

Note that you may need to modify your FNPoll.servers file – see Release Note 384 (STR 61607).

Workaround: None

Keyword: LVD, SE, SCSI adapter, A6829A, PCI

Reference: RCI 2791, STR 61607, STR 61689

384 HP A-class servers may require modification of FNPoll.servers file when using LVD/SE SCSI adapters

Date: February 11, 2003

IS Release: 3.6 SP1, 4.0

Subsystem: System Configuration Tools

Platform: HP11

O/S Name and Revision: HP11

RDBMS Name and Revision:

Release Notes Category: IUP

Symptom and Description:

Proper configuration of LVD or SE optical storage libraries attached to LVD/SE SCSI adapters, such as A5150A or A6829A, in the HP A-class servers such as rp2400, rp5400, rp7400, rp8400 and superdome, will require modification of the FNPoll.servers file, located in /fnsw/bin, in order for FNPoll to work and create the fnsod device mknod files. Without this modification FNPoll will fail to create the device files. The default values for the A-class in FNPoll.servers is "unknown unknown none."

Workaround:

Users will need to modify the entry depending on the type of library attached to the LVD/SE adapter. The values put in the fifth column depend on what is displayed in ioscan –fn. In the case where there is an SE library, an SE ODU, attached to a A5150A card, ioscan –fn shows:

```
ext_bus   5  0/4/0/0       c720     CLAIMED    INTERFACE    SCSI C896 Ultra2 Wide Single-Ended
target    7  0/4/0/0.2     tgt      CLAIMED    DEVICE
disk      5  0/4/0/0.2.0   sdisk    CLAIMED    DEVICE       HP      C1113J  /dev/dsk/c5t2d0
/dev/rdsk/c5t2d0
```

In this case, the entry for an A-class server in FNPoll.servers would look like this for the configuration of the SE library to work:

```
# A-Series
SE1    A     sctl    ctl    C896          • This line was modified.
SE2    A     unknown unknown none
DIFF1  A     sctl    ctl    Ultra
DIFF2  A     sctl    ctl    C875
```

In the case where there is an LVD library, a Plasmon G104, attached to a A6829A card, ioscan –fn shows:

```
ext_bus    8        0/6/2/1      c8xx      CLAIMED    INTERFACE    SCSI C1010 Ultra160 Wide LVD
target     11       0/6/2/1.0    tgt       CLAIMED    DEVICE
disk       10       0/6/2/1.0.0  sdisk     CLAIMED    DEVICE       SONY    SMO-F561
                                  /dev/dsk/c8t0d0   /dev/rdsk/c8t0d0
target     12       0/6/2/1.1    tgt       CLAIMED    DEVICE
disk       8        0/6/2/1.1.0  sdisk     CLAIMED    DEVICE       SONY    SMO-F561
                                  /dev/dsk/c8t1d0   /dev/rdsk/c8t1d0
target     13       0/6/2/1.2    tgt       CLAIMED    DEVICE
disk       9        0/6/2/1.2.0  sdisk     CLAIMED    DEVICE       SONY    SMO-F561
                                  /dev/dsk/c8t2d0   /dev/rdsk/c8t2d0
target     14       0/6/2/1.3    tgt       CLAIMED    DEVICE
disk       11       0/6/2/1.3.0  sdisk     CLAIMED    DEVICE       SONY    SMO-F561
                                  /dev/dsk/c8t3d0   /dev/rdsk/c8t3d0
target     15       0/6/2/1.6    tgt       CLAIMED    DEVICE
unknown -1          0/6/2/1.6.0  UNCLAIMED  UNKNOWN     IDE     MULTI
```

In this case, the entry for an A-class server in FNPoll.servers would look like this for the configuration of the SE library to work:

```
# A-Series
SE1    A    sctl    ctl    C1010          • This line was modified.
SE2    A    unknown unknown none
DIFF1  A    sctl    ctl    Ultra
DIFF2  A    sctl    ctl    C875
```

Keyword: SCSI, A6829A, A5150A, LVD, SE, FNPoll, HP A-class, 2405, 5405, 7405

Reference: RCI 2791, STR 61607

387 Changes are not saved using "Security - Update Group Membership"

Date: March 27, 2003

IS Release: 3.6.x, 4.0.0

Subsystem: Security

Platform: All

O/S Name and Revision: ALL

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

If you add or delete members/groups using the Security – Update Group Membership menu option, the changes are not saved.

Workaround:

Use the "Update Group" option on the same menu to add or delete members / groups.

Keywords: security, group, membership

Reference: STR 62123

388 Oracle patchset 9.2.0.3 is not supported with IS 4.0

Date: May 7, 2003

IS Release: 4.0.0

Subsystem: Security

Platform: AIX, HP-UX, Windows, Solaris

O/S Name and Revision: ALL

RDBMS Name and Revision: Oracle 9.2.0

Release Notes Category: P/D

Symptom and Description:

Oracle patchset 9.2.0.3 does not include fixes for Oracle Bug #2645455 (OCI insert incorrect US7ASCII char data into varchar2 column) for UNIX and Oracle Bug #2901676 for Windows. An Oracle TAR (#2937846.995) was opened for this problem. Customers should not install Oracle patchset 9.2.0.3 until this problem is resolved.

Workaround:

Install oracle patchset 9.2.0.2.1 Patch 3

Keywords: Oracle

Reference: STRs 61028, 61030, 62379

389 An HP OSAR configured in LUN mode on a system running AIX 5.1 64 bit may become inaccessible

Date: April 30, 2003

IS Release: 4.0

Subsystem: OSAR Services

Platform: AIX

O/S Name and Revision: AIX 5.1 (64 bit)

RDBMS Name and Revision: n/a

Release Notes Category: F/F

Symptom and Description:

A library may become inaccessible when performing various Xslc functions. Functions include identifying media in the library (the two pop-up screens appear but nothing displays in the info window and unknown media is not identified), ejecting a surface from the library, and disabling a drive. If you shut down IS, you will see remaining dtp and/or dsched process(es). These processes resist being terminated through kill –9.

This behavior has been seen on OSARs in LUN mode on AIX 64 bit servers starting with AIX 5. IS does not support LUN mode with a SCSI device (storage library) on a 64 bit AIX 5 server. Target mode works correctly.

This behavior has not been seen on servers running AIX 5.x 32 bit.

Workaround:

Configure the library in target mode.

Keywords: SCSI, LUN

Reference: FNDTS00163755

390 Multiple dtp processes per drive cause AIX servers to hang or crash

Date: April 3, 2003

IS Release: 4.0.0

Subsystem: OSAR Services

Platform: AIX

O/S Name and Revision: AIX 5L

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

A problem has been found with IS 4.0.0 running on an AIX 5L 64-bit O/S when multiple dtp processes are configured for optical disk drives. Optical disk drives may become disabled, the server may hang or the server may crash (flashing 8's). The problem is caused when multiple dtp processes access the AIX 64-bit kernel driver (fnsod).

To prevent this problem from occurring, IS 4.0.0 has been changed for the AIX hardware platform to disallow multiple dtp processes per optical drive. If the server has the number of dtp processes set to 2 when the Image Services software starts the following message will be displayed:

2003/04/03 11:03:50.714 79,0,5 <fnsw> INXbg -s IndexServer (1269790) …
[WARNING]
CNF: Warning: Only 1 dtp process allowed per drive on AIX platform.
Number of dtp processes is ignored and set to 1.; Rec#: 29
Cmd: ' drive 1 hp_C1113J scsi 10 70 2 0 2'

There is no need to manually change the configuration via fn_edit. However, the above warning message can be eliminated if the setting is manually set to 1 via fn_edit with the following procedure:

1. Start fn_edit
2. Click on the Performance Tuning Tab
3. Click on Server Processes Tab.
4. Change DTP Process Count to 1.
5. Exit and save the configuration.
6. Restart the Image Services software.

The HP-UX, Solaris and Windows 2000 hardware platforms are not affected and the Image Services 4.0.0 software will continue to allow dual dtps/drive on these platforms unless the optical disk drive is Plasmon.

Engineering Development and QA will continue to work on resolving this issue after the initial release of IS 4.0.0.

Workaround: None.

Keywords: dtp

Reference: STR 62110

391 Do not manually set up FileNet user accounts before installing Image Services

Date: July 18, 2003

IS Release: 4.0.0

Subsystem: Install Procedures (Installation and Configuration Procedures for Windows Server)

Platform: Windows Server

O/S Name and Revision: Windows 2000

RDBMS Name and Revision: NA

Release Notes Category: IUP

Symptom and Description:

FileNet user accounts are automatically created on the local machine when the Image Services software is installed. These accounts are created with specific passwords that are used later on in the installation. If users manually set up user accounts prior to installing the IS software, errors result when the software is initialized.

To prevent this potential problem in future releases, new information has been added to the section “FileNet Users and Groups” on page 42 of the “Installation and Configuration Procedures for Windows Server” document, and will appear in subsequent releases of Image Services.

The first sentence was modified to read, “FileNet users and groups are automatically created on the local machine when the Image Services software is installed.”In the third paragraph a caution note was added which reads, “CAUTION If you choose to create Global Groups on the domain controller, you must create these groups after the IS software has been installed. This is necessary because the IS installation software sets up user accounts with specific passwords that are used later on in the installation. If user accounts are manually set up with different passwords, errors will result when the software is initialized.”

Workaround:

Do not manually set up FileNet user accounts unless you choose to create Global Groups on the domain controller. If you decide to create Global Groups on the domain controller anyway, you must create them after the IS software has been installed.

Keyword: FileNet Users and Groups, Domain Security Planning, planning, security

Reference: STR 62739

392 Ignore "Create Optional Datasets" procedure in install document

Date: JULY 2, 2003

IS Release: 4.0.0

Subsystem: Install Procedures (Installation and Configuration Procedures for Windows Server)

Platform: Windows Server

O/S Name and Revision: Windows 2000

RDBMS Name and Revision: NA

Release Notes Category: IUP

Symptom and Description:

Beginning with Image Services release 4.0.0, only Site-controlled database installations are supported for fresh installs. Consequently, in IS release 4.0.0 the code was changed such that the “Create an optional relational DB dataset” option no longer appears in the system configuration editor list of procedures when doing a fresh install of Image Services.

A section concerning this procedure is currently found in the, “Create Optional Datasets” section, on page 99 of the Installation and Configuration Procedures for Windows Server document. This procedure is no longer required for new installations, and will be removed from the documentation in subsequent releases of Image Services.

Workaround:

Ignore the “Create Optional Datasets” procedure, on page 99 of the Installation and Configuration Procedures for Windows Server document, release 4.0.0.

Keyword: Create optional datasets, Oracle datasets, optional datasets, configure oracle.

Reference: STR 62743

393 IBM 2409 (4-B) FWD SCSI Adapter No Longer Supported

Date: July 8, 2003

IS Release: 3.6 SP1, 4.0

Subsystem: Installation and Configuration

Platform: AIXOS

O/S Name and Revision: 5.1

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

The IBM 2409 PCI SCSI-2 Fast Wide Differential SCSI adapter is not supported by IBM starting with AIX 5. Consequently, this adapter is not supported in IS configurations using the AIX 5 OS. This adapter can be distinguished by the "4-B" tag on the port face.

Workaround: N/A

Keywords: AIX, 2409, SCSI

Reference:

394 Expanded support for the Adaptec 39160 LVD/SE SCSI Adapter

Date: July 8, 2003

IS Release: 3.6 SP1

Subsystem: Installation and Configuration

Platform: NT

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

Previously, the Adaptec 39160 LVD/SE SCSI adapter was supported only for Datacenter and/or Plasmon G-series storage libraries.

These restrictions have been removed and the Adaptec 39160 LVD/SE SCSI adapter is now qualified for use with the full range of supported storage libraries.

Workaround: N/A

Keywords: LVD, SE, 39160, SCSI

Reference*:* RCI 2967

395 COLD daemon does not shutdown gracefully

Date: July 23, 2003

IS Release: 3.6.x, 4.0.0

Subsystem: COLD II

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

If the COLD daemon is processing a data file and the software is shut down a checkpoint file is not created. When the software is restarted, the daemon begins processing the data file again from the beginning. This results in duplicate documents being created (not duplicate doc ids).

A new COLD module, named cold_mgr, has been released. The syntax for the new module is:

```
(fnsw) cold_mgr

USAGE: cold_mgr <-stop | -status | -clear>
  where:
  -stop: shuts down any active COLD daemons
  -status: "UP": if one or more cold_3770 processes are active,
                ... or ...
                    "DOWN": if no cold_3770 processes are active.
  -clear: deletes "stop cold" flag file
```

Prior to shutting down the Image Services software, the following command must be entered at the command line:

```
(fnsw) cold_mgr –stop
```

When “cold_mgr –stop” is entered, the /fnsw/local/sd/stop_cold.txt file is created. After the COLD daemon completes processing the file it is currently working on, the /fnsw/local/sd directory is checked to see if stop_cold.txt exists. If the file is found, COLD writes an INFO message to the error log:

2003/07/14 13:39:57.088 169,2,6 <fnsw> /fnsw/bin/cold_3770 (1540174)
.[INFO]
Terminating by user request

The cold_3770 process terminates. At this point it is safe to shut down the Image Services software.

If the/fnsw/local/sd/stop_cold.txt file is not found, the COLD daemon processes the next data file, if one exists.

When the software is restarted, the COLD daemon checks to see if the stop_cold.txt file exists. If the file is found, the file is removed, the message below is written to the error log, and the COLD daemon begins processing data files again.

2003/07/14 13:38:25.193 169,2,6 <fnsw> /fnsw/bin/cold_3770 (1540174)
[INFO]
Successfully deleted flag file /fnsw/local/sd/stop_cold.txt prior to starting CO

The new cold_3770 module requires no changes to the procedures currently in place for starting the COLD daemon using the ims_start file, cron jobs, or customer scripts.

Workaround:

Install the latest IS 3.6, IS 3.6 or 4.0 ESE Service Pack.

Keywords: COLD, cold_mgr, cold_3770

Reference: STR 62796, RCI 2893, SCR 178104

396 HP A5159B Differential SCSI Adapter Requires Updated FileNet SCSI Translator Firmware

Date: July 30, 2003

IS Release: 3.6.10

Subsystem: HW

Platform: HP9

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

HP has released the A5159B Dual Port Differential SCSI adapter to replace the A4800A Differential SCSI adapter. In qualifying the adapter with various optical storage libraries, a problem was found when the adapter was installed in an HP L-class server connected to a FileNet library. The user was unable to insert a surface. STR 62633 was written to describe the problem. The cause of the problem was found to be in the FileNet SCSI Translator firmware.

Workaround:

Install FileNet SCSI Translator Firmware release “H” on FileNet optical storage libraries.

Keywords: Differential, SCSI, A5159B, firmware

Reference: RCI 2929, STR 62633

397 After AIX Boot Wait for FNPoll to Complete Before Starting IS

Date: October 20, 2003

IS Release: 4.0.0

Subsystem: Kernel Drivers

Platform: AIX

O/S Name and Revision: AIX 5.1, AIX 5.2

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

After boot/reboot on AIX, FNPoll continues to run for up to two minutes after the system is available for logon. If the user attempts to start IS in this time period when FNPOLL is running, errors will log and the optical libraries will be unusable. Errors logged may include:

2003/07/22 15:00:41.431 133,0,2 <fnsw> fn_trapd (397514) … [SERIOUS]
ARM Can't open Storage Library a (device name='/fnsw/dev/1/osara'), err=ca64000a
2003/07/22 15:00:41.433 133,0,2 <fnsw> fn_trapd (397514) … [WARNING]
Can't get gripper enabled/disabled status on OSAR 'a'

Workaround:

On a full use system, after a boot/reboot of an AIX system, run the following command to determine when FNPoll finishes running:

```
ps –ef | grep FNPoll
```

As soon as the FNPoll process is not listed in the process listing, it is safe to start IS.

On Oracle Runtime systems with IS autostart configured, a ‘sleep’ can be added to the /etc/rc.initfnsw file to allow enough delay for the devices to be created before IS startup begins. The entry in the /etc/rc.initfnsw file would look like this:

```
# AIX specific processing
if test "$system_type" = "AIX" ; then
  sleep 120

fi
```

This entry should be placed in the file prior to the ‘Start FileNet IDMIS’ section where ‘initfnsw start’ is called.

Keywords: FNPoll, AIX, OSAR, Optical Storage Library

Reference: STR 62868

398 NLS parameters for Oracle Server and Oracle Client must agree

Date: July 1, 2003

IS Release: 4.0.0

Subsystem: Install Procedures (Guidelines for Installing/Updating Site-Controlled RDBMS Software for Windows)

Platform: Windows Server

O/S Name and Revision: Windows 2000

RDBMS Name and Revision: NA

Release Notes Category: IUP

Symptom and Description:

Different NLS settings for the Oracle Client and Server will cause Oracle to change the string data values, translating them from the client character set to the server character set. Since the client and server character sets should be the same, this translation is wrong and will cause data corruption.

Workaround:

Reference: Guidelines for Installing / Updating Site-Controlled RDBMS Software for Windows, page 44, section “Ensure the Remote Environment is Set Up Correctly.” This procedure was clarified as follows:

> Verify that the NLS parameters (NLS_LANG, NLS_TERRITORY, and NLS_CHARACTERSET) are set to the appropriate values for your locale, and also match the values set on the Oracle Server.

For example, AMERICAN_AMERICA.US7ASCII.

In the above example:

> NLS_LANG = American
> NLS_TERRITORY = America
> NLS_CHARACTERSET = US7ASCII

If necessary, use the String Editor in the Windows Registry Editor to edit these parameters.
CAUTION
It is extremely important that NLS parameters for the Oracle Client and Oracle Server are the same. If these parameters do not match, the database will get corrupted. Because the client and server defaults are different, these parameters must be checked and modified if necessary.

Keyword: NLS_LANG, NLS_TERRITORY, NLS_CHARACTERSET, Remote Oracle Server

Reference: STR 62378

402 IS 4.0 Pre-Upgrade Wizard System Check results in an error -DB Configuration is in error

Date: August 27, 2003

IS Release: 4.0.0

Subsystem: 4.0 Installation Wizard

Platform: HP-UX, AIX

O/S Name and Revision: 11i and 5.x

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

IS 4.0 Pre-upgrade Wizard System Check results in an error, “ERROR: Database configuration is in error.
See space report for details.” The wizard log reports that there is a problem with the files:

/tmp/WIZhappychk.sql (label 8272 in the wizard log file)
/tmp/WIZfreespace.sql (label 8281 and 8287 in the wizard log file)

The Wizard creates both of these files.

The problem is that the root user umask is not set correctly and the above files could not be accessed.

Workaround:

Before running the Pre-upgrade Wizard System, check the umask setting for the root user:
1. log in as root
2. Enter umask

if the value returned is other than "02", make a note of the setting, so that you can change the value back after
the Pre-upgrade Wizard script has run successfully.
While still logged in as root user, set the umask value for root user to "02" by entering:

umask 02

If you changed the umask value, change the umask setting back to its original value.

Keywords: PRE-UPDATE, Wizard, System Check, Database configuration error

Reference: STR 62901 and 63033

403 New media surface removal tools available

Date: September 15, 2003

IS Release: 4.0.0

Subsystem: Misc Docs - IS System Tools Reference Manual

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: O/I

Symptom and Description:

There are two new Image Services tools that have been developed to remove references to specific surfaces from specific database tables instead of having to remove the surface. Customers converting optical surfaces to MSAR surfaces can now remove references to the optical surfaces following the conversion.

The remove_docs_ref tool removes any and all references to the specified surfaces from the PermDB document locator (doc locator) database table.

The remove_surf tool removes the specified surface from the surf_info Permanent MKF DB tables, family_disk write surfaces list, Permanent MKF DB table, surf_locator Permanent MKF DB table, lib_surfaces Permanent MKF DB table, OSA shared memory, SRF shared memory, and OSA checkpoint file.

Both of these tools are fully documented in the latest version of the IS System Tools Reference Manual. To download this guide from the IBM support page, see Accessing IBM FileNet documentation, compatibility matrices, and fix packs.

Workaround: N/A

Keywords: remove_docs_ref, remove_surf, surface removal, optical surfaces, MSAR surfaces, system tools

Reference: RCI 2825

404 Optional fnusr_ts tablespace is needed for WQS, not eProcess as stated in Guidelines

Date: September 3, 2003

IS Release: 4.0.0

Subsystem:

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: Oracle 9i

Release Notes Category: IUP

Symptom and Description:

eProcess does not need a dedicated Oracle tablespace; however, WorkFlo Queue Services does.

Workaround:

The Image Services Guidelines for Installing Site-Controlled Oracle for UNIX Servers (9844097-001), and the Image Services Guidelines for Installing Site-Controlled RDBMS for Windows Servers (9844098-001), both detail the Oracle tablespace requirements for using Oracle9i with Image Services.

In both documents, the fnusr_ts tablespace is described as being optional if eProcess is installed on the server. However, eProcess does not require a dedicated Oracle tablespace. Actually, it's WorkFlo Queue Services (WQS) that requires a separate tablespace. The Guidelines documents should specify WorkFlo Queue Services instead of eProcess when referring to fnusr_ts tablespace.

Keywords: WorkFlo Queue Services, WQS, eProcess, Site-Controlled Guidelines, Oracle, tablespace

Reference: STR 62987

405 Image Services will not restart after an EBR offline backup

Date: September 18, 2003

IS Release: IS 3.6.X, IS 4.0.0

Subsystem: ALL

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

Certain client applications can initiate remote procedure calls (RPCs) affecting an EBR full offline backup. These RPCs may interfere with the backup itself or with the Image Services restart, causing the server to hang and the IS software restart to fail. No errors are recorded in the error log to indicate the cause of the problem.

Workaround:

Install the latest IS 3.6, IS 3.6 ESE or IS 4.0 Service Pack.

Keywords: EBR

Reference: SCR 180656, STR 51996, STR 55410, STR 57508, STR 59906, STR 62423, STR 62855, SEP 4614

406 IS Installs and Updates performed by FileNet Certified Professionals (FCP)

Date: September 23, 2003

IS Release: 3.6, 3.6 ESE, 4.0.0

Platform: All Platforms

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

Some Image Services documentation implies that only IBM FileNet employees are authorized to perform the software installation and upgrade procedures. However, any fully qualified FileNet Certified Professional (FCP) is authorized to perform IS software installations and upgrades, with the advice and consent of their service representative and the Install/Upgrade Assurance Team. IS software installation and upgrade by a FCP is recommended, but not required.

Workaround:

Certification

To learn more about the FCP certification program, please refer to the IBM Web site at:

http://www-306.ibm.com/software/data/education/

The link to the FCP program is in the Certification section.

Installation

If an FCP is going to perform an IS software installation, **at least ten days** before the installation, the FCP should contact the Upgrade/Install Assurance Team to schedule the installation and access the team's latest list of current scheduling procedures.

Upgrade

If an FCP is going to perform an IS software upgrade, **at least ten days** before the upgrade, the FCP should do the following:

- Schedule the upgrade with the IBM FileNet Upgrade/Install Assurance Team and access the team's latest list of current scheduling procedures.

- Copy the Image Services CDB file. Send it to the IBM FileNet Upgrade/ Install Assurance Team at upgrade@us.ibm.com.

- Run spacerpt. Send the results to the IBM FileNet Upgrade/Install Assurance Team, and keep a printed copy for comparison after the upgrade is complete.

Sending Files

When you are requested to send a file or output to the IBM FileNet Upgrade/Install Assurance Team, you can either:

a. FTP the file from the server to a client PC so you can copy the file to physical media and send it to the IBM FileNet Upgrade/Install Assurance Team

b. Send the file to the IBM FileNet Upgrade/Install Assurance Team through e-mail at upgrade@us.ibm.com.

Keywords: Install, Update, FCP

407 Image Service supports AIX 5.2

Date: September 23, 2003

IS Release: 4.0

System: AIX

Platform: AIX 5.2

RDBMS Name and Revision: Oracle 9.2.0

Release Notes Category: IUP

Symptom and Description:

Image Service supports AIX 5.2. However, the following steps need to be performed during a fresh install.

Since AIX 5.2 reads from /etc/rc.dt instead of /etc/rc.net, copy the following commands into /etc/rc.dt and then reboot.

```
/usr/sbin/no -o tcp_sendspace=16384
/usr/sbin/no -o tcp_recvspace=16384
/usr/sbin/no -o tcp_keepidle=80
/usr/sbin/no -o tcp_keepintvl=20
/usr/sbin/no -o tcp_ephemeral_high=65535
/usr/sbin/no -o tcp_ephemeral_low=42767
/usr/sbin/no -o udp_ephemeral_high=65535
/usr/sbin/no -o udp_ephemeral_low=42767
```

This note applies only to fresh installs of AIX 5.2.

Workaround: See above

Keywords: PRE-UPDATE

408 You must delete an existing Oracle service before creating a new one

Date: September 19, 2003

IS Release: 4.0.0

Subsystem: Update Procedures (Update Procedures for Windows Server)

Platform: Windows Server

O/S Name and Revision: Win2000

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

When you update a Windows 2000 system with a FileNet-controlled Oracle instance, you must delete the existing Oracle service before creating a new one. If the previous Oracle service still exists, when you attempt to create the new service, DIM-00020 and OS 1073 errors are returned and the upgrade fails.

The Reset Oracle Service procedure on page 120 of the IS 4.0.0 Windows Update document omits instructions for deleting the existing oracle service.

Workaround:

When you perform the Reset Oracle Service procedure on page 120 of the IS 4.0.0 Windows Update Procedure, enter the following command to delete the existing Oracle service before creating a new one:

oradim –delete – sid IDB

To create the new Oracle service enter: oradim –new – sid IDB –intpwd filenet – maxusers 50.

Keywords: Updating Oracle; Oracle, updating; reset oracle service

Reference: STR 63099

409 Support for Solaris 9

Date: September 11, 2003

IS Release: 4.0.0

System: Sun

O/S Name and Revision: Solaris 9

RDBMS Name and Revision: Oracle 9i

Release Notes Category: IUP

Symptom and Description:

Solaris 9 has been qualified with IS 4.0 using either the Solaris Volume Manager or Veritas Volume Manager 3.5.

The following /etc/system/shmsys parameters have been obsoleted with Solaris 9 2 and no longer require modification:

- shmsys:shminfo_shmmin
- shmsys:shminfo_shmseg

Additionally, admintool and swmtool have been declared obsolete with Solaris 9. See the Solaris Management Console tools for an alternative way to perform the same tasks. For example, pkgadd can be used to install IS software.

Workaround: N/A

Keywords: Solaris, Pre-Update

Reference: RCI 2562, Release Note 416

411 Attempt to write to ninth MKF database partition results in 161,0,1079 error

Date: September 30, 2003

IS Release: 3.6.10 and Above

Subsystem: MKF

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: P/D

Symptom and Description:

If a site implements the new MKF format that allows more than 8 partitions for the permanent database, when the eighth partition is full and an attempt is made to write to the ninth partition, an error is recorded.

The error recorded in the error log is:
2003/08/18 15:44:58.612 161,0,1079 <fnsw> DOCs (27783)
MKF vers 03060a00 read error.

The error translates to:
fn_msg 161,0,1079
<MKF,0,1079> MKF: A database block had the wrong self-address.
CAUSE: Database corruption, or configuration error (e.g., overlapping raw disk partitions).

Workaround:

There are three workarounds:

1. Increase the dataset size to use a larger block size so that there are fewer than 8 datasets. Please refer to the MKF Database Conversion Procedure.

2. Install SCR 183534 (IS 3.6.10) or SCR 183539 (IS 3.6 ESE and above). Prior to receiving the error. Do NOT install the SCR if the server has already received the "161,0,1079" error. See workaround #3 below.

3. If the error is received prior to installing the SCR:
   A. Perform a full restore of the Permanent, Transient, Cache and Relational Databases.
   B. Install SCR 183534 (IS 3.6.10) or SCR 183539 (IS 3.6 ESE and above).

C. Recommit documents from optical/MSAR that were entered into the system since the last full system backup.

Keywords: MKF

Reference: STR 63014, SCR 183534, 183539

412 IS 4.0 supports Windows Server 2003 Server

Date: October 8, 2003

IS Release and Subsystem: 4.0.0

System: NT

O/S Name and Revision: Windows Server 2003

RDBMS Name and Revision: MSSQL 2000 Server

Release Notes Category: CIU

Symptom and Description:

Windows 2003 server has been qualified with IS 4.0 using both Oracle 9.2.0.4 and SQL Server 2000.

With Windows 2003 installed, an anomaly occurs when executing fnddcfg where the device manager displays Code 31 after the device driver is loaded and the system is rebooted. This is a warning that can be ignored as the device driver successfully communicates with the optical drives and the SCSI controller.

Problems have been found with older SCSI controllers that have not had Windows 2003 compatible drivers released.

Workaround:

Check SCSI controller vender(s) to ensure the hardware installed is Windows 2003 compatible.

Keywords: Windows, 2003, fnddcfg, device driver

Reference: STR 62944, STR 62729 with SCR 178081, RCI 2888

413 Wizard will fail if the English version of Oracle is NONE

Date: October 1, 2003

IS Release and Subsystem: 3.5 and later

System: AIX / HP

O/S Name and Revision: AIX / HP

RDBMS Name and Revision: 8.0.6 and later

Release Notes Category: IUP

Symptom/Description:

The IS upgrade Wizard connects to the Oracle database to verify the database is available for the upgrade process. The Wizard can only recognize Oracle responses in English.

Only the English version of Oracle is considered to be FileNet-controlled. Therefore any non-English version of Oracle is considered to be site-controlled, and it is the site's responsibility to accomplish the Oracle upgrade.

Contact the IBM FileNet Upgrade/Install Assurance Team prior to starting the upgrade process to ensure all procedures are correct and update to date.

Workaround:

IS 3.5 & 3.6

Save a copy of the /fnsw/local/oracle/init.ora to /fnsw/local/oracle/initIDB.ora. Reconfigure fn_edit to indicate a site-controlled Oracle database. Prior to starting the actual upgrade, ensure the Oracle and FileNet software starts and stops correctly. Manually upgrade the Oracle database. Use the Wizard to upgrade the FileNet software. When the upgrade is complete, reconfigure fn_edit to indicate a FileNet-controlled database.

1. Check the language version of Oracle before the upgrade.
2. Check fn_edit to ascertain whether Oracle is configured as "Site Controlled" or "FileNet Controlled"
3. If the Oracle version is not English and fn_edit is configured as "FileNet Controlled," reconfigure to "Site Controlled" and upgrade Oracle manually.
4. Once the Oracle upgrade has completed verify that Oracle is started.
5. Execute the Upgrade Wizard to upgrade the IS software per the appropriate upgrade manual.
6. If the IS software must start and stop the Oracle software, reconfigure fn_edit to indicate "FileNet Controlled," and execute fb_build –a .

IS 4.0

Upgrade Oracle manually. Use the Wizard to upgrade FileNet software. Select the option to upgrade IS only.

1. Check the language version of Oracle before the upgrade.
2. Check fn_edit to ascertain weather Oracle is configured as “Site Controlled” or “FileNet Controlled”
3. If the Oracle version is not English and fn_edit is configured as “FileNet Controlled“ reconfigure to “Site Controlled” and upgrade Oracle manually.
4. Once The Oracle upgrade has completed verify that Oracle is started.
5. Execute the Upgrade Wizard to upgrade the IS software per the appropriate upgrade manual.
6. If the IS software must start and stop the Oracle software, reconfigure fn_edit to indicate “FileNet Controlled,” and execute fb_build –a.

Keywords: Wizard, Upgrade, Oracle

414 Support for Windows 2000 Service Pack 4

Date: October 21, 2003

IS Release: 3.6.10, 3.6.30, 4.0.0

System: NT

Platform: Windows Server 2000 + SP4

RDBMS Name and Revision: MSSQL 2000

Release Notes Category: IUP

Symptom and Description: N/A

Workaround: N/A

Keywords: POST-UPDATE

Reference: RCI 2966

415 Additional time required during upgrade for Identify Media procedure

Date: October 31, 2003

IS Release and Subsystem: 3.6 ESE, 4.0.0

Platform: All

O/S Name & Revision: N/A

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Symptom and Description:

The format of the *checkpoint.osa* file was changed as of IS 3.6 ESE to allow for MSAR surface entries to be added to the file. The change caused all the entries in the file to become longer.

When the software is restarted after an upgrade to either IS 3.6 ESE or 4.0.0 from an earlier release, the Identify Media procedure is performed on each Storage Library that is configured on the server. This needs to be done so that the file can be rebuilt according to the new format.

The Identify Media procedure adds additional time to the upgrade process. The time needed to complete this process is dependent on the number of Storage Libraries configured on the server and the number of slots in each library.

Workaround: None

Keywords: Identify Media, checkpoint.osa

Reference: None

416 As of Solaris 9 swmtool is no longer supported by Sun Microsystems

Date: November 4, 2003

IS Release: 4.0

System: Solaris 9

O/S Name and Revision: Solaris 9

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

If you attempt to install IS 4.0 or ISTK 4.0 on a Solaris 9 server using "swmtool" a core file can occur. Sun Microsystems states that as of Solaris 9 the "swmtool" utility is no longer supported.

Workaround:

Use the "pkgadd" command from the command line to install IS 4.0 or ISTK 4.,0 on a Solaris 9 server. Perform the following steps:

1. Login as root
2. Access the software package
3. Enter cd /tmp
4. Using vi, create a file containing the lines (ex. Vi Properties)

```
instance=unique
partial=ask
runlevel=ask
idepend=ask
rdepend=ask
space=ask
setuid=nocheck
conflict=nocheck
action=nocheck
basedir=default
```

5. Exit vi and save the file to disk.
6. Enter the appropriate command:

   COLD
   # pkgadd -a properties -d /cdrom/filenet_is_400/SusOS_5.8/IS/cold all

   ISTK
   # pkgadd -a properties -d /cdrom/filenet_wal_400/solaris/wal all

   Image Services
   # pkgadd -a properties -d /cdrom/filenet_is_400/SunOS_5.8/IS/fnsw all

Keywords: Solaris, swmtool

Reference: STR 63397, Release Note 409

417 Support for the Oracle 9i Client with a remote Oracle 8.1.7 database on UNIX platforms

Date: October 17, 2003

IS Release: 4.0.0

Subsystem:

Platform: Sun, HP9, AIX

O/S Name and Revision:

RDBMS Name and Revision: Oracle 9i Client/Oracle 8.1.7 Remote

Release Notes Category: IUP

Symptom and Description:

On UNIX platforms, IS 4.0.0 supports remote Oracle 8.1.7 databases only if the Oracle 9i client is installed on IS root/application servers hosting IS. This configuration is supported for upgrades from IS 3.6.X running the Oracle 8.1.7 client with a remote 8.1.7 database to IS 4.0.0 running the Oracle 9i client with the existing remote 8.1.7 database.

Changes made to IS 4.0.0 require that the Oracle 9i client and supporting libraries be used for IS root/application servers. Note that the stored procedures in fn_oraupgrade_sp.sql must be installed where the 8.1.7 database is resident.

Workaround:

To proceed with this upgrade follow the IS 4.0.0 upgrade documentation to upgrade IS and the Oracle client. Do NOT follow the procedure for updating the remote Oracle 8.1.7 database to Oracle 9i. Make sure the stored procedures in fn_oraupgrade_sp.sql are installed on the remote Oracle 8.1.7 server.

Keywords: Oracle, 9i, 8.1.7

Reference: FNDTS00130675

418 When booting after an AIX 5L install, console issues "addextfnsw: sysconfig (load): Exec format error"

Date: November 6, 2003

IS Release: 3.6.X, 4.0.X

Subsystem: System Configuration Tools

Platform: AIXOS

O/S Name and Revision: N/A

RDBMS Name and Revision: **N/A**

Release Notes Category: CIU

Description and Symptom:

When an AIX customer upgrades the OS to AIX 5L, the FileNet installation procedure installs the following entry into the /etc/inittab file:

rcfnext:2:once:/etc/rc.fnext 2>&1 | alog -tboot > /dev/console 2>&1

This /etc/inittab entry is no longer needed for AIX 5L and higher. If the entry is present, the following error messages appear on the console during boot up :

addextfnsw: sysconfig (load): Exec format error

Workaround:

Comment out the entry

rcfnext:2:once:/etc/rc.fnext 2>&1 | alog -tboot > /dev/console 2>&1

in the /etc/inittab file.

Keywords: N/A

Reference: FNDTS00117136, FNDTS00130023

419 FileNet GTS and HTS OSARs require firmware upgrade for Image Services 4.X

Date: November 11, 2003

IS Release: IS 4.X

System: All

O/S Name & Revision: All

Release Notes Category: CIU

Symptom and Description:

If a system which has either a FileNet GTS or HTS OSAR is upgraded to IS 4.X, the following error may be logged when the software is restarted:

2003/11/16 09:47:38.501 133,0,2 <fnsw> dsched a (680048) ... [WARNING]
ARM Mosar=a CDB=b8010010 00020000 80640000
'ESgrp*' MoErr=3 Status=Check Ilgl_req/Illegal field in CDB
Sense data = f00005ff ff80640a 00000000 240000c0 0007

This error indicates the firmware on the ARM must be updated in order to work with Image Services 4.X.

Workaround:

Upgrade the SCSI Translator in the OSAR(s) to the ST22 firmware. This is the firmware that reports as "Blank H," the code that was released in September 2003.

STR 61400 describes this bug and ECO 703714 releases the Blank H fix.

The firmware can be updated anytime prior to the upgrade. This firmware upgrade is compatible with servers running on IS 3.5.0, 3.6 SP2, and 3.6 ESE, as well as 4.X.

Keywords: GTS, HTS, ARM

Reference: FNDTS00116148, FNDTS00117166, ECO 703714

420 Provide additional granularity with Index Services activity logging

Date: December 2, 2003

IS Release: 3.6.10 and later

Subsystem: Index Services

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

Activity logging is used in conjunction with Professional Services MSS software to implement Image Services replication. Initial support of Activity Logging provided Index Services logging at a coarse granularity. Previously all DIR and/or FOLDER logging functions were either completely enabled or disabled. Finer granularity is now available using the following DIR logging functions:

dir_create
dir_update
dir_delete
dir_close
dir_import
dir_import_loc

DIR imports are separated into two subtypes that indicate where the import originated.

For example, in the act_log_conf file, to selectively enable dir_import_loc, DIR update, DIR close, and DIR delete logging without DIR create, or DIR import logging, the entry would appear as this:

INX folder dir_import_loc dir_update dir_delete dir_close

Workaround: N/A

Keywords: Index Services, Activity logging

Reference: FNDTS00130112, FNDTS00130856 , SCR 186890, SCR 186894, SCR 187227

421 Erroneous SCSI Error Messages in IS 4.0 at startup

Date: November 21, 2003

IS Release: 4.0

Subsystem: OSAR Services

Platform: AIX

O/S Name and Revision: AIX 5.2 (64-bit).

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

At system start-up an erroneous error entry for each OSAR Library is entered into the system log:

ARM Mosar=a CDB=b8010000 00020000 80640000
'Esio*' MoErr=3 Status=Good

ARM Mosar=b CDB=b8010000 00020000 80640000
'Esio*' MoErr=3 Status=Good

Workaround:

Ignore single line entries for each OSAR. Multiple log entries for a server indicate a SCSI / Configuration issue.

Keywords: SCSI Libraries Esio 64-bit

Reference: FNDTS00118009

422 SNMP runtime error on AIX 5.2 after installing 4.0.20

Date: November 12, 2003

IS Release: 4.0.0 DB2® Edition/4.0.0 SP2, AIXOS

Subsystem: AIX

O/S Name and Revision: AIX 5.2

RDBMS Name and Revision: Oracle 9.2.0 / DB2 8.1

Release Notes Category: CIU

Symptom and Description:

fn_snmpd dies with a segmentation violation.

Root cause:
The problem is due to an incompatibility between AIX 5.1 build libraries and AIX 5.2 runtime. This incompatibility is documented in pmr 85435b227c000 and corrected in APAR IY50083.

Workaround:

First, download AIX APAR IY50083 from the IBM web site and install it on the target system.

Second, after the APAR has been installed, add the following environment variable for both root and fnsw user:

export FDTABLENUM=1024 (for ksh or csh)
setenv FDTABLENUM 1024 (for csh)

Keywords: Post-Update

Reference: FNDTS00116930, PMR 85435b227c000, APAR IY50083

423 Revisions to Server Bundle section of AIX Installation procedures

Date: December 10, 2003

IS Release: 4.0

Platform: AIX

O/S Name & Rev: AIX 5.2 Maintenance Level 2 (AIX 5L Version 5.2)

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

Inaccurate installation instructions in the Server Bundle section.

Workaround:

The following references the Installation and Configuration Procedures AIX/6000 document (Part No. 9844074-001) released with IS version 4.0 (May 2003).

On page 42, skip step 1 of the Server Bundle section. It is not necessary to mount the operating system media. SMIT does this automatically in the next step.
On page 46, step 7, change lslpp –h bos.adt.perfstat to lslpp –h bos.perf.perfstat.

Keyword: SMIT, SMITTY, AIX, Installation, lslpp

Reference: FNDTS00117211, FNDTS00116998

426 Remote MS SQL Server name required to configure default instance

Date: January 6, 2003

IS Release: 4.0

Platform: Windows

O/S Name & Revision: Windows 2000, Windows 2003

RDBMS Name & Revision: MSSQL 2000

Release Notes Category: CON

Symptom and Description:

The IS 4.0 release has the capabilities to utilize ether a named or default instance of a remote MS SQL Server database. The current IS 4.0 Installation and Update Procedure for Windows Server does not indicate that you must enter the remote server name to configure a default instance. If you don't provide the remote server name a remote MS SQL Server default instance cannot be configured.

Workaround:

Enter the remote MS SQL Server name in the Relational Databases/MS-SQL/Remote Server Name section of fn_edit.

Keywords: Remote database, MSSQL, Default Instance

Reference: FNDTS00130207

427 Oracle 9.2.0.4 is supported with IS 4.0.0

Date: January 8, 2004

IS Release: 4.0.0

Platform: All Platforms

O/S Name & Rev: N/A

RDBMS Name & Rev: Oracle 9.2.0.4

Release Notes Category: IUP

Symptom and Description:

Oracle Patch Set 9.2.0.4 has been tested and qualified for use with Image Services 4.0.0.

Workaround:

Customers with Full use license Oracle installations can download the patch set from the Oracle Web site and install it on their Image Services 4.0.0 servers.

Customers who have purchased Oracle along with the FileNet software can install the patch from the media provided as part of the installation package. The FileNet document, Oracle 9.2.0.4 Upgrade Procedures, describes the installation process. Refer to Accessing IBM FileNet documentation, compatibility matrices, and fix packs for instructions on finding documents on the IBM web site.

Keyword: Install Update Upgrade Oracle

Reference: FNDTS00130836

428 Do not use HP-UX Nettune to change the TCP or UDP port settings

Date: January 13, 2004

IS Release: 3.6.10, 3.6.30, 4.0

Subsystem: Documentation

Platform: HP-UX

O/S Name and Revision: HP-UX 11.00, HP-UX 11i

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Description and Symptom:

The IS 3.6, 3.6ESE and 4.0 upgrade and installation manuals reference the HP-UX Nettune command. Nettune was used primarily to change the TCP and UDP port settings, but is no longer valid in the HP-UX 11.00 or 11.11 releases. The default values for TCP and UDP smallest anonymous port setting is 49152. The upper port settings that FileNet uses are 32770 for UDP and 32768 for TCP. Skip the "Modify TCP/IP Port Setting" section of the document and do not make any changes to TCP or UDP settings.

Workaround:

Do not use Nettune to change the TCP or UDP port settings.

Keyword: nettune, ndd , udp, tcp

Reference: FNDTS00117280

429 The num_act_docs field is incorrectly updated using Regular Batch Committal with multiple tranlogs

Date: July 30, 2004

IS Release: 3.6 SP3, 3.6 ESE, 4.0 SP1, 4.0 SP2

Subsystem: OSAR Services

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

Num_act_docs is incorrectly incremented on secondary tranlogs when documents are committed to optical without using regular batch committal. This problem does not occur when using Fast Batch Committal.

The num_act_docs value refers to the number of active documents on a given surface. An active surface is the primary surface and the active tranlog. Images on either of these active surfaces can be directly accessed by IS. The num_act_docs value for the primary surface and the active tranlog will be incremented after a successful image committal.

When configuring a family in IS, multiple tranlogs can be selected. The last tranlog selected is considered to be the active tranlog, and the num_act_docs will be incremented on this surface when a document is successfully written to it. The other tranlogs will not have the num_act_docs incremented after a successful write.

Alternate (or secondary) tranlogs are not considered active. Images stored in these alternate tranlogs must be imported into the system in order to access these images. If your system is set up to use multiple tranlogs, only one of them contains active documents and the last tranlog selected is considered to be the active tranlog. The num_act_docs value for any alternate tranlog(s) will not be incremented after a successful image committal.

Workaround:

Use num_act_docs statistics from the active tranlog for a system with multiple tranlogs.

Keywords: num_act_docs

Reference: FNDTS00117231, FNDTS00117255, FNDTS00117318

430 NetBIOS is required for Image Service Software

Date: January 29, 2004

IS Release: 3.6.10 and above

Subsystem: LM, SF

Platform: Windows 2000, Windows 2003

O/S Name and Revision: Windows 2000, Windows 2003

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Description and Sympton:

<232,0,1068> displays when running SLAC License when “NetBIOS over TCP/IP” is disabled.

<232,0,1068> displays when starting the Image Services software when “NetBIOS over TCP/IP” is disabled.

NetBIOS is Window’s Computer Name resolution protocol. It is enabled by default. Image Services for the Windows platform uses NetBIOS to establish the number of Network Interface Cards (NIC) in use. When NetBIOS is disabled, Image Services cannot establish the number of NICs and consequently fails with the “<232,0,1068> SLMI: Did not find any valid machine IDs!” message.

Image Service’s failure as a result of NetBIOS being disabled occurs in several known areas:

1. Running SLAC Key License.
2. Starting Image Services software.
3. Operation of Image Services software.

Workaround: N/A

Keywords: NetBIOS, NetBIOS over TCP/IP

Reference: FNDTS00117288

431 Installation Procedures for AIX instruct the user to install the wrong font for COLD Preview

Date: February 9, 2004

IS Release: IS 3.6.X, IS 4.0

Subsystem: Installation Procedures

Platform: AIXOS

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

The AIX installation procedures instruct the installer to install the X11.fnt.ISO_t1 font for COLD Preview if it does not exist on the server. This is incorrect. The font package should be X11.fnt.iso1.

If the X11.fnt.iso_T1 font package is installed there is a possibility that COLD Preview will display the wrong font and the COLD text will not align accurately with the background template.

Workaround:

If the X11.fnt.iso_T1 font package is installed on a server it should be removed. To verify what font packages are installed on a server the following command should be run at the command prompt.

Lslpp –h –a 'X11.fnt.*'

If the X11.fnt.iso_T1 font is displayed, login as the root user and remove it using the Software Maintenance Utilities from the smit menu.

If the X11.fnt.iso1 font package is not installed, login as the root user and install the package using the Software Maintenance Utilities.

Keywords: COLD, fonts

Reference: FNDTS00117436, FNDTS00117428

433 Complete valid SCSI address, including leading zeros, are needed when manually configuring library

Date: February 18, 2004

IS Release: 3.6.10 and later

Subsystem: Kernel Drivers

Platform: AIXOS

O/S Name and Revision: AIX 4.3.3, 5L, 5.2

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

During the manual installation of a storage library using fn_setup, you must input the SCSI address information for library ARM and for the physical drives in the library. This method is typically used when a library has more then one SCSI control card and "autoconfigure" in fn_edit is not supported. An example is the 2200MX library which has 10 drives plus an ARM.

When autoconfigure completes, you will save the information, exit, and run fn_build –a. If you have omitted the leading zeros in the SCSI address, at startup of IS, the following error message appears in the error log and the library will not be accessible:

<133,0,2 err=ca64000a>

Workaround:

The first two values for the bus and controller numbers in the /dev/fnsod.#,#,#,# are character values which must be defined in fn_edit using character values

Example:

/dev/fnsod.2C,08,4,0 must be configured with 2C,08,4,0 in fn_edit

This is due to IBM changing the SCSI addressing value from character to string, so leading zeros are now valid values and need to be included.

Keywords: fnsod, sod

Reference: FNDTS00117446, FNDTS00116760, FNDTS00116758, FNDTS00117259, SCRs 163639, 169025 and 169030

440 HP-UX 11i Patches Cause CATOPEN and BUS Errors

Date: March 30, 2004

IS Release and Subsystem: 3.6.10, 3.6.30, 4.0.5 and above

Subsystem: HP

O/S Name & Revision: HP-UX 11i

RDBMS Name & Revision: Oracle 8.1.7, 9.2.0

Release Notes Category: P/D

Symptom/Description:

Installation of PHCO_28427 and its superceded patches causes the following two problems:
1. CATOPEN error when start/stop IS software by users other than root:
(fnsw)/> initfnsw start
initfnsw: catopen tmmsg.cat failed !
Initfnsw: try to open /fnsw/lib/nls/msg/tmmsg.cat.
Terminating processes…

2. BUS error when type 'xterm &' on the server console by users other than root.
The superceded patches are:
PHCO_28427 (28 April 2003)
PHCO_29029 (7 July, 2003)
PHCO_29287 (9 September, 2003)
PHCO_29495 (8 October, 2003)
PHCO_29955 (28 January, 2004)

Workaround:

Fixes are needed in two places:
1. Modify .profile file for environment variable NLSPATH by replacing
NLSPATH=${NLSPATH}:/fnsw/lib/nls/msg/%L/%N:/fnsw/lib/nls/msg/%N
with

```
if [ "$NLSPATH" ]; then
    NLSPATH=/fnsw/lib/nls/msg/%L/%N:/fnsw/lib/nls/msg/%N:${NLSPATH}
Else
NLSPATH=/fnsw/lib/nls/msg/%L/%N:/fnsw/lib/nls/msg/%N
```

2. Modify /etc/default/nlspath file by adding following:
NLSPATH=*

Keywords: POST-UPDATE

Reference: FNDTS00117441

441 Executing 'spacerpt' on Oracle 9.2.0.4 will cause hang when trying to report the Table statistics

Date: March 30, 2004

IS Release: 4.0

Subsystem: Generic Database

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: Oracle 9.2.0.4

Release Notes Category: P/D

Symptom and Description:

Executing the FN tool 'spacerpt' with Oracle 9.2.0.4 (IS 4.0.X) will cause a hang when trying to report Table statistics.

Workaround:

Oracle support has provided a workaround by adding lines to the init.ora file. The following lines can be added at the very end of the file, after the "#WARNING: Lines above this line will be replaced by FileNet at startup.".

1) OPTIMIZER_FEATURES_ENABLE=9.2.0
2) _PUSH_JOIN_UNION_VIEW=FALSE

Keywords: spacerpt, Oracle, 9.2.0.4 or later

Reference: FNDTS00117336, FNDTS00117553

442 Word Size Requirements for IS 4.0/Oracle 9.2.0

Date: April 30, 2004

IS Release and Subsystem: 4.0/Installation Procedures

System/platform: AIX and HP

O/S Name & Revision: AIX 5.1, AIX 5.2, HP 11i

RDBMS Name & Revision: Oracle 9.2.0

Release Notes Category: IUP

Symptom and Description:

As a point of clarification to the existing Installation and Configuration manuals, the following table has been created that describes the word size requirements for IS 4.0 and Oracle 9.2.0.

IS 4.0.x	Hardware Word Size	Operating System Word Size	Oracle Client Word Size	Oracle Server Word Size
IS/Oracle DB combined Server	64 bit	64 bit	N/A	64 bit
Root/Index, WQS, and SQL Server	64 bit	64 bit	64 bit	N/A
Remote Oracle DB Server	64 bit	64 bit	N/A	64 bit
OSAR, BES, Cache, Print RES Server (no RDBMS)	32/64 bit	32/64 bit	N/A	N/A

Workaround:

None.

Keywords: PRE-UPDATE

Reference: Installation and Configuration Procedures for AIX/6000, Release 4.0, Page 25

Installation and Configuration Procedures for HP-UX, Release 4.0, Page 27 – 28.

443 Unable to install IS / ISTK 4.0 Service Packs

Date: May 07, 2004

IS Release: IS 4.0 SP1

Subsystem: InstallShield Multiplatform

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

IS / ISTK Service Packs may not install successfully if a site-installed IS / ISTK 3.6 SP3 or 3.6 ESE SP1 has been installed prior to the IS 4.0 GA release.

The upgrade to an IS / ISTK 4.0 Service Pack could fail because the upgrade to IS / ISTK 4.0 GA uses native tools that do not automatically clean up certain files left behind by a previous Service Pack installation. Therefore, although the installation of the IS 4.0 GA is successful, a subsequent upgrade to IS / ISTK 4.0 SP1 will fail because the installer detects an incompatible Service Pack version (3.6 SP3 or 3.6 ESE SP1) on the server.

Workaround:

If this particular upgrade sequence is performed, the files listed below must be deleted from the server prior to installing an IS / ISTK 4.0 Service Pack release.

IS
/fnsw/sp/sp_version
/fnsw/hfp/hfp_version

ISTK
/fnsw/client/sp/sp_version
/fnsw/client/hfp/hfp_version

IMPORTANT: The InstallShield Multiplatform (ISMP) software creates and manages a file named vpd.properties to track what has been installed by ISMP. However, note that **this file is shared by all other applications that use ISMP**. The file is owned by the root user since the root user must be the one to run the installer. The file can only be viewed by the fnsw user.

Therefore, open the file with a text editor and view each line of the file. If all lines in the file reference “fnsw” or Image Services the file can be removed. If the file contains

references to software packages other than Image Services remove **only** lines in the file with an fnsw reference and save the file.

Following are the paths for the vpd.properties file for each supported platform:

AIX
/usr/lib/objrepos/vpd.properties

HPUX
/vpd.properties

Solaris
/vpd.properties

Windows
C:\WINNT\VPD.PROPERTIES

Keywords: InstallShield Multiplatform, Service Pack

Reference: N/A

445 SDS Retrieval configuration file parameters must be lower case

Date: June 16, 2004

IS Release: 4.0.0 SP1 and up

Subsystem: OS

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

You must enter the parameter words ‘workingdirectory’ and ‘emcdomain’ on the ‘info’ line of sds_conf in all lower case letters. Entering the names of these parameters with any upper case letters causes errors during IS start up preventing the configuration of the SDS_CSAR_reader (IS 4.0.0 SP1 and up) and / or SDS_FS_reader (IS 4.0.0 SP2 Post-GA). The documentation incorectly shows these words with upper and lower case letters.

The arguments to these parameters, that is the entries to the right of the equal sign, do not have this restriction on case. For example (CSAR reader):

Wrong:
info “WorkingDirectory=/NLS_wkspace EmcDomain=10.15.16.1”

Correct:
Info “workingdirectory=/NLS_wkspace emcdomain=10.15.16.1”

Errors seen during IS start up mention ‘Invalid SDS configuration’ and the reader's processes exit.

Workaround:

Enter the ‘workingdirectory’ and ‘emcdomain’ parameters on the “info” line in the sds_conf file in lowercase only the arguments can contain upper and lower case letters.

Keywords: sds_conf, SDS, CSAR retrieval

Reference: RCI 2944, RCI 3010, STR 64116

447 HP-UX Support Plus changes delivery of HP-UX 11i Version 1 Quality Pack (QPK) to every six months

Date: June 4, 2004

IS Release: IS 3.6.X and IS 4.0.X

Subsystem: HP-UX

Platform: HP-UX

O/S Name and Revision: HP-UX 11.X

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

In the future, HP-UX Support Plus will deliver an updated HP-UX 11i Version 1 Quality Pack (QPK) patch bundle every six months. In the past HP delivered the QPK every three months.

Workaround: N/A

Keywords: QPK, Patch, Bundles, OS.

Reference: HP Web Site: http://www.software.hp.com/SUPPORT_PLUS/qpk.html

449 Adaptec 39320A-R PCI-X Dual Channel LVD/SE SCSI Adapter is supported on Windows 2003

Date: August 9, 2004

IS Release: 4.0 SP2

Subsystem: HW

Platform: Windows

O/S Name and Revision: Windows 2003

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

The Adaptec 39320A-R SCSI adapter has been qualified on Windows 2003. The 39320A-R is a 64-bit PCI-X Dual Channel Ultra320 Low Voltage Differential (LVD) adapter card. This adapter is only qualified when installed in a PCI-X slot.

The Adaptec non-Storport, non-Host RAID driver should be used to support the Adaptec 39320A-R SCSI adapter. It should be downloaded from the Adaptec web site. Note that this is not the driver that comes on the Adaptec CD with the adapter.

There are issues with HP libraries using LUN mode that are as yet unresolved – see DTS #120763.

Workaround: N/A

Keywords: Low Voltage Differential, LVD, SE, SCSI, PCI-X, Adaptec 39320A-R

Reference: FNDTS00131012, FNDTS00121594

452 New SDS File System Storage and Retrieval Procedures and Guidelines

Date: August 27, 2004

IS Release: 4.0 SP2

Subsystem: Misc Docs

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

Single Document Storage (SDS) File System Storage and Retrieval is a new feature available with IS 4.0 SP2. To support this new feature, a new document entitled *SDS File System Storage and Retrieval Procedures and Guidelines* has been written to assist users with the installation of software, and to provide configuration and administration guidelines. To download this manual from the IBM support page, see Accessing IBM FileNet documentation, compatibility matrices, and fix packs.

Workaround: N/A

Keyword: SDS, SDS file system

Reference Number: FNDTS00130858

475 DB2 database pagesize of 4 KB is not supported with Image Services.

Date: January 6, 2005

IS Release: 4.0.20 DB2 Edition & later

Platform: AIX/6000

O/S Name and Revision: IBM DB2 V8.1.0 plus FixPak 4a

RDBMS Name and Revision: DB2 8.1 + FixPak 4

Release Notes Category: IUP

Symptom and Description:

When installing an Image Service system that uses DB2 as its relational database Management system, the dbupgrade command fails if the DB2 database was created with a page-size of 4 KB. A message similar to the following is produced:

2005/01/05 09:51:59:217 121,9,286 <fnsw> dbupgrade (6256) … [SERIOUS] Error in GDBD_exec: SQLExecute, STMT 65542 (&0004acf0)(../src/GDBD.c, VERSION 4.0.20.29, @3314).
SQLSTATE = 42727, NativeError = -286, ErrMsg = '[IBM][CLI Driver][DB2/AIX64] SQL0286N A default table space could not be found with a page size of at least "8192" that authorization ID "F_SW" is authorized to use. SQLSTATE=42727

Workaround:

Create the DB2 database with a pagesize of 8 KB, 16 KB, or 32 KB.

Keyword: Install Update Upgrade AIX IBM DB2 PRE-STARTUP

Reference Number: FNDTS00133317

476 IS 4.0 HP11 Pre-Upgrade System Check results in an ”ERROR: Kernel Parameter (maxdsize)

Date: August 3, 2004

IS Release: 4.0

Subsystem: 4.0 Installation System Check

Platform: HP-UX

O/S Name and Revision: 11i

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

IS 4.0 HP11 Pre-upgrade System Check results in an error:

ERROR: Kernel parameter (maxdsize: Max Data Segment Size For 32-bit Processes (Bytes)) is 2147483648. It should be greater than or Equal to 0x10000000 (117,440,512).

The problem is that the System Check is not recognizing that the size of maxdsize on the site’s system is equal or greater than the minimum default size and should not report a error.

Workaround:

Before running the Pre-upgrade System Check, place the setup.cdb module documented in SCR 200417 in the /tmp directory. To download this module from the IBM support page, see Accessing IBM FileNet documentation, compatibility matrices, and fix packs.

Keywords: PRE-UPDATE, Wizard, System Check, maxdsize

Reference: FNDTS00117669, SCR 200417

477 Settings for MaxUserPort and TcpTimedWaitDelay not included in IS Install for Windows

Date: October 11, 2005

IS Release: 4.0, 4.0 DB2 Edition, and later, ISTK 4.0 and later, RAC 4.0 and later, and CFS-IS 3.5.0 and later

Platform: Windows Server

O/S Name & Revision: **Windows 2000, Windows 2003 and Windows XP**

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description:

The Update Procedure for Windows Server for IS 4.0 (May 2003) contains a section, "Verify TCP/IP Parameter Settings," pp.112-116, in which the settings for the MaxUserPort and TcpTimedWaitDelay register parameters are described.

Although these optional settings have proven optimal for Windows 2000, they do not work successfully on Windows XP and Windows 2003. Further testing on these operating systems has determined that the settings should be:

MaxUserPort	65534 (decimal) or FFFE (hex)
TcpTimedWaitDelay	30 (decimal) or 1E (hex)

These registry settings also apply to Windows servers with Image Services Toolkit (ISTK), Remote Admin Console (RAC), and Content Federated Services for Image Services (CFS-IS).

Also, the section, "Verify TCP/IP Parameter Settings," is missing from the Installation and Configuration Procedures for Windows Server for IS 4.0 (May 03) and the Installation and Configuration Procedures for Windows Server for IS 4.0 DB2 Edition (June 2004).

Workaround:

To verify or update the MaxUserPort and TcpTimedWaitDelay registry variables, follow these steps, which replace the steps in previously published documents:

1. From a Command Prompt window or from the Start > Run dialog box, enter the following command to open the Registry editor:

    Regedt32

2. In the HKEY_Local_Machine on Local Machine window, open the **System** folder and navigate to the **Tcpip Parameters** folder using this path:

SYSTEM>CurrentControlSet>Services>Tcpip>Parameters

3. Locate the **MaxUserPort** parameter.
   - o If this parameter is already set to 65534 (decimal) or FFFE (hex), skip to Step 4.
   - o If this parameter is less than 65534 (decimal) or FFFE (hex), you need to increase it.
     a. Double-click on the entry to open the DWORD Editor dialog box.
     b. In the DWORD Editor dialog box, set the Radix to decimal or hex, and change the value to 65534 (decimal) or FFFE (hex).
     c. Click **OK**, and skip to Step 4.
   - o If this parameter does not exist, you need to define it.
     a. From the Registry Editor Edit menu, select **Add Value...** .

        The Add Value dialog box opens.

     b. Enter **MaxUserPort** in the Value Name box, and select REG_DWORD from the Data Type box drop-down list; then click **OK**.

        The DWORD Editor dialog box opens.

     d. Set the Radix to decimal or hex, enter 65534 (decimal) or FFFE (hex) in the Data box, and click **OK**.

        The Registry Editor now shows the new MaxUserPort in hex.

4. Locate the **TcpTimedWaitDelay** parameter.
   - o If this parameter is already set to 30 seconds (decimal) or 1E (hex), skip to Step 5.
   - o If this parameter is more than 30 seconds (decimal) or 1E (hex), you need to reduce it.
     a. Double-click on the entry to open the DWORD Editor dialog box.

     b. In the DWORD Editor dialog box, set the Radix to decimal or hex, and change the value to 30 (decimal) or 1E (hex).

c. Click **OK**, and skip to Step 5.

- If this parameter does not exist, you need to define it.
  a. From the Registry Editor Edit menu, select Add Value... .

     The Add Value dialog box opens.

  b. Enter TcpTimedWaitDelay in the Value Name box, and select from the Data Type box drop-down list; then click OK.

     The DWORD Editor dialog box opens.

  c. Set the Radix to decimal or hex, enter 30 (decimal) or 1E (hex) in the Data box, and click OK.

     The Registry Editor now shows the new TcpTimedWaitDelay entry in hex.

5. Close the Registry Editor window. The new registry values will take effect the next time you restart the server.

During an update to Image Services 4.0 on a Windows server, or during any Image Services 4.0 service pack, ISTK, or CFS-IS installation on a Windows server:

When you get to the section in the procedure, “Verify/Update TCP/IP Registry Parameter Settings” (or similar title), p. 112 in the IS 4.0 Update for Windows, follow the steps in the procedure above to set the parameters to these values:

MaxUserPort	65534 (decimal) or FFFE (hex)
TcpTimedWaitDelay	30 (decimal) or 1E (hex)

Resume the IS 4.0 Update, service pack installation, or other procedure where you left off.

During a fresh install of Image Services 4.0 on a Windows server:

When you finish the steps on p. 88, STOP. (The IS 4.0 software has just been installed, and, if appropriate, you’ve just removed the Image Services 4.0 for Windows Server CD-ROM.) Follow the steps in the procedure above to set the parameters to these values:

MaxUserPort	65534 (decimal) or FFFE (hex)
TcpTimedWaitDelay	30 (decimal) or 1E (hex)

Resume the IS 4.0 installation procedure on p. 89 by rebooting the server.

During a fresh install of Image Services 4.0 DB2 Edition on a Windows server:

When you finish the steps on p. 84, STOP. (The IS 4.0 DB2 Edition software has just been installed, and, if appropriate, you’ve just removed the Image Services 4.0 DB2 Edition for Windows Server CD-ROM.)

Follow the steps in the procedure above to set the parameters to these values:

MaxUserPort	65534 (decimal) or FFFE (hex)
TcpTimedWaitDelay	30 (decimal) or 1E (hex)

Resume the IS 4.0 DB2 Edition installation procedure on p. 85 by rebooting the server.

Keywords: Install Update Upgrade Windows PRE-STARTUP TCP/IP

Reference: FNDTS00158651

478 System Administrator Tools best practice to prevent hangs

Date: March 22, 2005

IS Release: IS 3.6.X, 4.0.X

Subsystem: N/A

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: O/I

Symptom and Description:

Background: System Administrator tools may require locks when updating system and resources. If more than one occurrence of the same tool runs concurrently, the other occurrences may have to wait for the first one to release its lock. If you abort or kill a waiting/hung process, the tool may exit holding a resource lock and hang other processes waiting for the resource the tool was holding. These hangs can be prevented by running only one occurrence of any System Administrator tool and by never aborting a tool abnormally.

Workaround:

FileNet recommends running no more than one occurrence of any FileNet System Administrator tool. In addition, never exit these tools using the “X” in the upper right had corner of the window, issuing a control-C, or using any other methods for killing the process. System Administrator tools are accessed through Xapex (Application Executive menu) or through the command line (SEC_tool, etc).

Keywords: System Tools, Xapex, interlocks

Reference: FNDTS00130218

479 Support for HP and Plasmon 30GB UDO Storage Libraries

Date: May 2, 2005

IS Release: 4.0 SP3

Subsystem: General Hardware

Platform: N/A

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

Support has been added for Ultra Density Optical (UDO) drives.
This first generation of UDO drives allows for 30GB capacity.
UDO offers both erasable and WORM media formats.

UDO libraries supported:

HP:

Enterprise	7100ux	238 slots	4, 6 or 10 drives
	3800ux	128 slots	4 or 6 drives
Midrange	2300ux	76 slots	2 drives
	1900ux	64 slots	4 drives
	1000ux	32 slots	2 drives
Entry Level	1100ux	38 slots	2 drives
	700ux	24 slots	1 or 2 drives
Stand Alone	30ux	0 slots	1 drive

Plasmon:

Enterprise	G638	638 slots	2, 4, 6, 8, 10, or 12 drives
	G438	438 slots	2, 4, 6, 8, 10, or 12 drives
	G238	238 slots	2, 4, 6, 8, 10, or 12 drives
	G164	164 slots	2, 4, 6, 8, 10, or 12 drives
Midrange	G104	104 slots	2 or 4 drives
	Gx80	80 slots	2 drives
	Gx72	72 slots	4 drives
Entry Level	Gx32	32 slots	1 or 2 drives
	Gx24	24 slots	1 or 2 drives
Stand Alone	SDU	0 slots	1 drive

UDO libraries are to be used with UDO media only. No mixed MO/UDO configurations are supported. Never insert MO media into a UDO-only library. On some library models this action may cause actual physical damage to the library. Similarly, never insert UDO media into an MO library.

Fn_edit/autoconfigure can only be used with libraries where all the drives and arm are on the same bus. Libraries that use multiple buses must be manually configured in fn_edit.

LUN mode is not supported with MO libraries that are converted to UDO drives.

Plasmon Gx libraries were qualified with firmware level G01.

When you use UDO with a Solaris 9 platform, the OS treats an optical drive as a magnetic drive and tries to format it. You must comment out the following line in /etc/vold.conf file:

```
#use rmdisk drive /dev/rdsk/c*s2 dev_rmdisk.so rmdisk%d
```

Workaround: N/A

Keywords: UDO, LVD, Ultra Density Optical

Reference: FNDTS00130576

480 Clarification of Oracle 9i Character Sets Supported by Image Services

Date: May 16, 2005

IS Release: 4.0 GA

Subsystem: Installation Procedures

Platform: All

O/S Name and Revision: All

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

The Installation and Update procedures for Image Services are not specific about the character sets supported with Oracle 9i RDBMS.

Workaround:

Use the following table to determine the appropriate character sets that Image Services supports with Oracle 9i:

Oracle Character Set Descriptions *		**Oracle Character Sets for UNIX Platforms**	**Oracle Character Sets for Microsoft Windows Platforms**
ASCII (American Standard Code for Information Interchange)	ASCII	US7ASCII	n/a **
West European	ISO 8859-1	WE8ISO8859P1	WE8MSWIN1252 ***
East European	ISO 8859-2	EE8ISO8859P2	EE8MSWIN1250 ***
South European	ISO 8859-3	SE8ISO8859P3	n/a **
North and North-East European	ISO 8859-4	NEE8ISO8859P4	BLT8MSWIN1257 ***
Latin/Cyrillic	ISO 8859-5	CL8ISO8859P5	CL8MSWIN1251 ***
Latin/Arabic	ISO 8859-6	AR8ISO8859P6	AR8MSWIN1256 ***
Latin/Greek	ISO 8859-7	EL8ISO8859P7 ***	EL8MSWIN1253 ***
Latin/Hebrew	ISO 8859-8	IW8ISO8859P8	IW8MSWIN1255 ***
West European and Turkish	ISO 8859-9	WE8ISO8859P9	TR8MSWIN1254 ***

North European	ISO 8859-10	NE8ISO8859P10	n/a **

***** FileNet Image Services does not support Unicode character sets, such as AL16UTF16, AL32UTF8, or UTF8 at this time.
** Microsoft does not have character set code pages that correspond directly to ASCII, ISO 8859-3, or ISO 8859-10. If your Image Services configuration includes both UNIX and Microsoft Windows systems, be sure to choose an ISO character set for Oracle and Image Services that has a corresponding Windows code page.
*** Includes the Euro ( ) character.

Image Services supports the Euro character for client side operations such as storing and retrieving metadata to/from the IS server. Since the ISO 8859-15 character set is not supported natively in IS, IS server-based tools cannot be used to look at Euro characters on the server unless both the client and server are running Windows. It is not recommended that a UNIX-based Oracle configuration with the ISO 8859-15 character set be configured.

Keywords: Install Update Upgrade PRE-STARTUP NLS RDBMS Globalization

Reference: N/A

481 After an upgrade from IS 3.6 to IS 4.0 the perflog must be reinitialized

Date: February 01, 2005

IS Release: 4.0 GA

Subsystem: Performance Analysis

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

The format of the /fnsw/local/sd/1/perflog file was changed between the IS 3.6 and IS 4.0 releases. During the upgrade procedure the perflog file is not reinitialized.

When the Image Services software is started, perf_mon fails to start due to the format change in the perflog file. No information is written to the error log informing the user that perf_mon is not running.

Workaround:

Shutdown the Image Services software.
As the fnsw user, reinitialize the perflog file:

```
/fnsw/lib/perf/log_create /fnsw/local/sd/1/perflog
```

Start the Image Services software.
Verify that the perf_mon utility is running.

Keywords: perf_mon, perflog

Reference: FNDTS00141753

482 The NTDM_EXP.EXE Utility is missing from the ISTK 3.6 SP3, ISTK 3.6 ESE SP1 and ISTK 4.0 SP1 base media

Date: November 30, 2004

IS Release: ISTK 3.6 SP3, IS 3.6 ESE SP1, ISTK 4.0 SP1

Subsystem: Security Services

Platform: Windows

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

The NTDM_EXP Utility is missing from the ISTK 3.6 SP1, ISTK 3.6 SP2, ISTK 3.6 SP3, ISTK 3.6 ESE SP1 and ISTK 4.0 SP1 base media. The utility is included on the ISTK 4.0 SP2 base media.

The NTDM_EXP utility provides the capability to export the user names and group names from the NT domain and then import them into the IS Security Service. For information on how to use the Utility refer to the Image Services System Tools Reference Manual.

Workaround:

Install the latest Fix Pack for the ISTK release installed on the server.

Keywords: NTDM_EXP.EXE, security

Reference: FNDTS00118455, SCR 203996

483 TCP/IP port setting tcp_close_wait_interval is obsolete; use tcp_time_wait_interval instead

Date: October 11, 2004

IS Release: 4.0, 4.0 DB2 Edition

Subsystem: Installation Procedures

Platform: SUN

O/S Name and Revision: Solaris 8, Solaris 9

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

In the section, “Modify TCP/IP Port Settings (optional)” of the *Installation & Configuration Procedures for the Solaris Operating Environment for IS 4.0* (pp.108-110) and for IS 4.0 DB2 Edition (pp. 108-110), and the *Update Procedure for the Solaris Operating Environment for IS 4.0* (pp. 163-165). The text under “Modify TCP/IP Settings” specifies the tcp_close_wait_interval parameter. This parameter is now obsolete and has been replaced by tcp_time_wait_interval.

Workaround:

Substitute tcp_time_wiat_interval for each occurrence of tcp_close_wait_interval in the TCP/IP Port Settings sections. Also substitute the following line for the last line in the /etc/rc2.d/S69inet file example:

ndd -set /dev/tcp tcp_time_wait_interval 30000

Keywords: Install Update Upgrade SUN Solaris TCP/IP

Reference: FNDTS00133066

484 Missing "installer" user information in the MS Cluster Server Installation and Update Procedures for Windows Server

Date: March 9, 2005

IS Release: 4.0 GA

Subsystem: Installation Procedures

Platform: Windows

O/S Name and Revision: Windows 2000 Advanced Server

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

On pages 347 and 349 of the IS 4.0 GA version of the MS Cluster Server Installation and Update Procedures for Windows Server document (cluster.pdf), mention of the '*installer*' user has been inadvertently omitted.

Workaround:

Complete the following instructions when you reach pages 347 and 349 of the document:

On Page 347, Step 10 should read "Press and hold the Ctrl key to select the *fnsw, oracle,* and *'installer'* user names from the Name list; and click *Add*." The following should also be noted: The '*installer*' user is the name you gave that user when you created it in "Create FileNet Users" on page 325.

On Page 349, the New Group screen should have ESS\installer (installer@ess.filenet.com) listed as one of the Members of the dba group.

Keywords: installer user, Cluster Server, Install Procedures, Update Procedures

Reference: FNDTS00135274

485 Correction on permissions set on ORACLE_HOME

Date: March 28, 2005

IS Release: 4.0 SP3 and later

Subsystem: SF and OR

Platform: All UNIX

O/S Name & Revision: AIX 5L, HP 11i, Solaris 8 and Solaris 9

RDBMS Name & Revision: Oracle 9.2.0.6 and later

Release Notes Category: IUP

Symptom/Description:

With Oracle 9.2.0.6 or later, logon errors occur for non-Oracle users. Oracle 9.2.0.6 incorporates Oracle security alert 68. The prior releases of fn_setup changed the permissions on ORACLE_HOME. These changes from fn_setup combined with the Oracle security changes cause the logon errors for non-oracle users. This release note is to correct the permissions set on ORACLE_HOME to what they were originally.

Workaround:

Support for Oracle 9.2.0.6 and later requires IS 4.0 SP3 or later. Upgrade to IS 4.0 SP3 or later while at Oracle 9.2.0.4 or 9.2.0.5. Prior to upgrading to Oracle 9.2.0.6 or later, run /fnsw/oracle/runBeforeOra9206.sh as root. Now upgrade Oracle to 9.2.0.6 or later as required.

Keywords: Pre-Update

Reference: None

486 Service Pack installations may not install the sysv.dll file

Date: November 29, 2004

IS Release: 3.6.X, 4.0.X

Subsystem: InstallShield Multiplatform

Platform: Windows

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

During a Service Pack installation the sysv.dll file is supposed to be backed up, and the latest version will get installed. If the sysv.dll is still in use by the operating system, the latest version will not get installed. For example, on a Windows Server the installer records the following message in the is_3.6.SP3.log file:

C:\FNSW\lib\shobj\sysv.dll was backed up to
C:\FNSW\sp\backup\FNSW\lib\shobj\sysv.dll

If the file is installed, you will see a message like this:

C:\FNSW\lib\shobj\sysv.dll was successfully updated

If there's no update message for sysv.dll, this module has not been copied onto the server. The summary line indicates one file was not copied. For example:

1053 files of 1054 have been copied to the target

Workaround:

Locate the current sysv.dll file and rename it, for example, to sysv.old.
After you rename the sysv.dll file, rerun the Service Pack installation. The installer will correctly update the file, and the summary line in the log file will indicate that all files have been copied successfully. For example:

1054 files of 1054 have been copied to the target

Keywords: Service Pack, Sysv.dll

Reference: FNDTS00121903

487 MKF Fatal error – 161,0,1077 – when invalid block size is configured

Date: November 30, 2004

IS Release: 3.6 SP3, 3.6 ESE SP1, 4.0 SP2

Subsystem: MKF

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

The IS configuration tool allows you to configure a page size of 1K on an MKF database partition that is greater than 2 GB. MKF database partitions that are greater than 2GB require a page size of 4K or larger. This is documented in the "MKF Database Conversion Procedure." A page size of 1K will cause MKF read and write (161,0,1077) errors when you write past 16 GB.

Workaround:

Configure a MKF page size of 4K or greater when creating an MKF partition greater than 2 GB. If your MKF partition is greater than 2GB and is already created with a page size of 1K, you need to follow the "MKF Database Conversion Procedure." This document can be obtained from the IBM FileNet Install/Upgrade Assurance Team.

SCR 212161 has been released to write a message to the error log if a server has an invalid block size based on the size of the MKF database partition size. The error message that is written to the error log is:

161,0,11017 - Total file size for data files exceeds disk addressing limit.

Keywords: MKF

Reference: FNDTS00134129, SCR 212161

488 Setup of Adaptec 29160 SCSI Adapter in a Windows Server

Date: June 16, 2005

IS Release: 3.6 and later

Subsystem: H/W

Platform: Intel® / Windows

OS/Name and Revision: Windows 2000, Windows 2003

RDBMS Name and revision: N/A

Release Notes Category: H/W

Symptom and Description:

In the past when you set up a SCSI adapter, you could depend on the default adapter settings to allow Image Services to control the optical disk drive SCSI peripherals. You had no need to change the default settings.

However, certain advancements have changed how the optical drives are presented to Windows. As a result of changes to the adapters and additional BIOS default settings, the Windows operating system, rather than Image Services, may take control the drives.

If Image Services cannot control the optical drives, you must change the default adapter settings. This release note details the adapter settings that present the optical drives to Windows in a way that allows Image Services to control the drives.

Two symptoms show that the Windows operating system has taken control of the SCSI peripherals:

- You are unable to configure or access the optical drives from Image Services
- Windows Explorer shows a lettered drive assigned to each optical drive

Having Windows in control of the optical drives is not just a temporary inconvenience but a threat to data integrity. The operating system can read and write to the optical media, potentially invalidating the FileNet data format or causing other integrity issues.

Workaround/Setup:

To reassign control from Windows to Image Services, use the adapter's built-in setup utility, SCSI*Select*, to specify the correct parameters for the adapter settings. Refer to

the description and table below for the settings you need to use for an Adaptec 29160 SCSI Adapter.

Running SCSI*Select*:

1. To enter the BIOS phase, if Windows is running, restart the system. If the system is turned off, turn it on.

2. When the Control-A message for the Adaptec 29160 Controller board displays, press Control-A to enter the SCSI*Select* utility.

3. For each option and description, make sure the value matches that in the table below. You should need to change only a few values.

Note: For the SCSI Device Configuration Options, you must enter the same values for SCSI device IDs 0 through 7.

Values for the Adaptec 29160 SCSI Adapter

Group Name	Value Description	Value
SCSI Bus Interface Definitions	Host Adapter SCSI ID	7
SCSI Bus Interface Definitions	SCSI Parity Checking	Enabled
SCSI Bus Interface Definitions	Host Adapter SCSI Termination	Automatic (unless this is a HA environment. If HA then Disable.)
SCSI Bus Interface Definitions	LVD/SE Connectors	Automatic
SCSI Bus Interface Definitions	SE Connectors	Low Off/High Off
Boot Device Options	Boot SCSI ID	0
Boot Device Options	Boot LUN Number	0
Advanced Configuration Options	Reset SCSI Bus at IC Initialization	Enabled
Advanced Configuration Options	Display <Ctrl><A> Messages during BIOS Initialization	Enabled
Advanced Configuration Options	Extended BIOS Translation for DOS Drives > 1 Gbyte	Disabled
Advanced Configuration Options	Verbose/Silent Mode	Verbose
Advanced Configuration Options	Host Adapter BIOS	Disabled; Scan Bus-
Advanced Configuration Options	Domain Validation	Disabled
Advanced Configuration Options	Support Removable Disks Under BIOS as Fixed Disks	Disabled
Advanced Configuration	BIOS Support for Bootable	Disabled

Options	CD-ROM	
Advanced Configuration Options	BIOS Support for Int 13 Extensions	Disabled

SET THESE VALUES FOR the SCSI Device Ids 0 to 7:

SCSI Device Configuration Options	Sync Transfer Rate (MB/sec)	40 MB/sec.
SCSI Device Configuration Options	Initiate Wide Negotiation	Yes
SCSI Device Configuration Options	Enable Disconnection	Yes
SCSI Device Configuration Options	Send Start Unit Command	No
SCSI Device Configuration Options	Enable Write Back Cache	N/C
SCSI Device Configuration Options	BIOS Multiple LUN Support	No
SCSI Device Configuration Options	Include in BIOS Scan	No

5. After changing the values to match the table, exit the SCSI*Select* utility by pressing the ESC key until you are prompted to save your changes.

6. Repeat the procedure for each SCSI adapter for each additional controller card connected to Optical Drives/Libraries. Refer to related release notes for other Adaptec SCSI adapters.

7. Reboot the server to make your changes take effect.

Verification

Enter the Windows Device Manager. Each optical drive should now display as an Optical Memory device, preceded by a yellow exclamation point. You will also see “Note 31 - No driver exists for this device.”, which is normal and expected. If the optical drives do NOT display as expected, use the Windows Device Manager to rescan for new hardware, forcing Windows to recognize the hardware changes.

As an additional verification you can check that the optical drives no longer display as lettered drives in Windows Explorer.

Configuration

When your optical devices are recognized correctly, you can configure them following standard procedures:

1. Run fnddcfg –u
2. Run fnddcfg
3. Reboot
4. Run fndev to verify device creation
5. Run fn_edit to configure optical devices
6. Run fn_build –a.

LUN Device Notes:

If multiple LUN devices are attached to the adapter at boot time, only the first LUN device (LUN=0) will display during the BIOS device scan. Image Services will detect the other LUN devices when it builds the device entries.

If you need to perform a diagnostic hardware verification of the attached LUN devices, set “BIOS Multiple LUN Support” to ON temporarily. The boot sequence displays and verifies the existence of each LUN device.

Keywords:

Windows 2000, Windows 2003, Adaptec, 29160, SCSI, Hardware Setup, Lettered Drive, Exclamation point, Device Manager, BBS = BIOS Boot Specification, Intel CPU, BIOS, missing drives, Optical Drives, fnddcfg, fn_edit

References: None

489 Setup of Adaptec 39160 SCSI Adapter in a Windows Server

Date: June 16, 2005

IS Release: 3.6 and later

Subsystem: H/W

Platform: Intel/Windows

OS/Name and Revision: Windows 2000, Windows 2003

RDBMS Name and revision: N/A

Release Notes Category: H/W

Symptom and Description:

In the past when you set up a SCSI adapter, you could depend on the default adapter settings to allow Image Services to control the optical disk drive SCSI peripherals. You had no need to change the default settings.

However, certain advancements have changed how the optical drives are presented to Windows. As a result of changes to the adapters and additional BIOS default settings, the Windows operating system, rather than Image Services, may take control the drives.

If Image Services cannot control the optical drives, you must change the default adapter settings. This release note details the adapter settings that present the optical drives to Windows in a way that allows Image Services to control the drives.

Two symptoms show that the Windows operating system has taken control of the SCSI peripherals:

You are unable to configure or access the optical drives from Image Services
Windows Explorer shows a lettered drive assigned to each optical drive.

Having Windows in control of the optical drives is not just a temporary inconvenience but also a threat to data integrity. The operating system can read and write to the optical media, potentially invalidating the FileNet data format or causing other integrity issues.

Workaround/Setup:

To reassign control from Windows to Image Services, use the adapter's built-in setup utility, SCSI*Select*, to specify the correct parameters for the adapter settings. Refer to

the description and table below for the settings you need to use for an Adaptec 39160 SCSI Adapter.

Running SCSI*Select*:

1. To enter the BIOS phase, if Windows is running, restart the system. If the system is turned off, turn it on.

2. When the Control-A message for the Adaptec 39160 Controller board displays, press Control-A to enter the SCSI*Select* utility.

3. For each option and description, make sure the value matches that in the table below. You should need to change only a few values.

Note: For the SCSI Device Configuration Options, you must enter the same values for SCSI device IDs 0 through 7.

Values for the Adaptec 39160 SCSI Adapter

Group Name	Value Description	Value
SCSI Bus Interface Definitions	Host Adapter SCSI ID	7
SCSI Bus Interface Definitions	SCSI Parity Checking	Enabled
SCSI Bus Interface Definitions	Host Adapter SCSI Termination	Automatic (unless this is a HA environment. If HA then Disable.)
Boot Device Options	Boot Channel	First
Boot Device Options	Boot SCSI ID	0
Boot Device Options	Boot LUN Number	0
Advanced Configuration Options	Reset SCSI Bus at IC Initialization	Enabled
Advanced Configuration Options	Display <Ctrl><A> Messages during BIOS Initialization	Enabled
Advanced Configuration Options	Extended BIOS Translation for DOS Drives > 1 Gbyte	Disabled
Advanced Configuration Options	Verbose/Silent Mode	Verbose
Advanced Configuration Options	Post Display Mode	Verbose
Advanced Configuration Options	Host Adapter BIOS (Configuration Utility Reserves BIOS Space)	Disabled; Scan Bus-
Advanced Configuration Options	Domain Validation	Disabled
Advanced Configuration	Support Removable Disks	Disabled

Options	Under BIOS as Fixed Disks	
Advanced Configuration Options	BIOS Support for Bootable CD-ROM	Disabled
Advanced Configuration Options	BIOS Support for Int 13 Extensions	Disabled

SET THESE VALUES FOR the SCSI Device Ids 0 to 7:

SCSI Device Configuration Options	Sync Transfer Rate (MB/sec)	40 MB/sec.
SCSI Device Configuration Options	Initiate Wide Negotiation	Yes
SCSI Device Configuration Options	Enable Disconnection	Yes
SCSI Device Configuration Options	Send Start Unit Command	No
SCSI Device Configuration Options	Enable Write Back Cache	N/C
SCSI Device Configuration Options	BIOS Multiple LUN Support	No
SCSI Device Configuration Options	Include in BIOS Scan	No

5. After changing the values to match the table, exit the SCSI*Select* utility by pressing the ESC key until you are prompted to save your changes.

6. Select the second port on this dual port adapter and repeat the procedure for that port.

7. Repeat the procedure for each SCSI adapter port and for each additional controller card connected to Optical Drives/Libraries. Refer to related release notes for other Adaptec SCSI adapters.

8. Reboot the server to make your changes take effect.

Verification
Enter the Windows Device Manager. Each optical drive should now display as an Optical Memory device, preceded by a yellow exclamation point. You will also see “Note 31 - No driver exists for this device.”, which is normal and expected. If the optical drives do NOT display as expected, use the Windows Device Manager to rescan for new hardware, forcing Windows to recognize the hardware changes.

As an additional verification you can check that the optical drives no longer display as lettered drives in Windows Explorer.

Configuration
When your optical devices are recognized correctly, you can configure them following standard procedures:

1. Run fnddcfg –u
2. Run fnddcfg

3. Reboot
4. Run fndev to verify device creation
5. Run fn_edit to configure optical devices
6. Run fn_build –a.

LUN Device Notes:

If multiple LUN devices are attached to the adapter only the first LUN device (LUN=0) will show up during the BIOS Scan of devices. Not all the devices will be seen at BIOS Boot time. However, Image Services will find the other LUN devices when it builds the device entries.

If there are hardware verification of the attached devices is needed then the item “BIOS Multiple LUN Support” could be momentarily set on and a boot sequence would show and verify the existence of each LUN device.

Keywords:

Windows 2000, Windows 2003, Adaptec, 39160, SCSI, Hardware Setup, Lettered Drive, Exclamation point, Device Manager, BBS = BIOS Boot Specification, Intel CPU, BIOS, missing drives, Optical Drives, fnddcfg, fn_edit

References: None

490 Setup of Adaptec 39320A-R SCSI Adapter in a Windows Server

Date: June 16, 2005

IS Release: 4.0 SP3 and up

Subsystem: H/W

Platform: Intel/Windows

OS/Name and Revision: Windows 2000, Windows 2003

RDBMS Name and revision: N/A

Release Notes Category: H/W

Symptom and Description:

In the past when you set up a SCSI adapter, you could depend on the default adapter settings to allow Image Services to control the optical disk drive SCSI peripherals. You had no need to change the default settings.

However, certain advancements have changed how the optical drives are presented to Windows. As a result of changes to the adapters and additional BIOS default settings, the Windows operating system, rather than Image Services, may take control the drives.

If Image Services cannot control the optical drives, you must change the default adapter settings. This release note details the adapter settings that present the optical drives to Windows in a way that allows Image Services to control the drives.

Two symptoms show that the Windows operating system has taken control of the SCSI peripherals:

- You are unable to configure or access the optical drives from Image Services
- Windows Explorer shows a lettered drive assigned to each optical drive

Having Windows in control of the optical drives is not just a temporary inconvenience but a threat to data integrity. The operating system can read and write to the optical media, potentially invalidating the FileNet data format or causing other integrity issues.

Workaround:

To reassign control from Windows to Image Services, use the adapter's built-in setup utility, SCSI*Select*, to specify the correct parameters for the adapter settings. Refer to

the description and table below for the settings you need to use for an Adaptec 39320A-R SCSI Adapter

Running SCSI*Select*:

1. To enter the BIOS phase, if Windows is running, restart the system. If the system is turned off, turn it on.

2. When the Control-A message for the Adaptec 39320A-R Controller board displays, press Control-A to enter the SCSI*Select* utility.

3. For each option and description, make sure the value matches that in the table below. You should need to change only a few values.

Note: For the SCSI Device Configuration Options, you must enter the same values for SCSI device IDs 0 through 7.

Values for the Adaptec 39320A-R SCSI Adapter:

SCSI*Select* Options	**Value Description**	**Value**
SCSI Bus Interface Options	SCSI Controller ID	7
SCSI Bus Interface Options	SCSI Controller Parity	Enabled
SCSI Bus Interface Options	SCSI Controller Termination	Automatic (unless this is a HA environment. If HA then Disable.)
SCSI Device Configuration Options – BBS Systems Only	Select Master SCSI Controller	Disabled
SCSI Device Configuration Options – BBS Systems Only	Boot SCSI Controller	Disabled
SCSI Device Configuration Options – Non-BBS Systems Only	Select Master SCSI Controller	First
SCSI Device Configuration Options – Non-BBS Systems Only	Boot SCSI Controller	Disabled
SCSI Device Configuration Options – Non-BBS Systems Only	Boot SCSI ID	0
SCSI Device Configuration Options – Non-BBS Systems Only	Boot LUN Number	0

Advanced Configuration Options	Reset SCSI Bus at IC Initialization	Enabled
Advanced Configuration	Display <Ctrl><A> Messages	Enabled

Options	during BIOS Initialization	
Advanced Configuration Options	Extended INT 13 Translation for DOS Drives > 1 Gbyte	Disabled
Advanced Configuration Options	Post Display Mode	Verbose
Advanced Configuration Options	SCSI Controller INT 13 Support	Disabled; Scan Bus
Advanced Configuration Options	Domain Validation	Disabled
Advanced Configuration Options	Support Removable Disks Under INT 13 as Fixed Disks	Disabled
Advanced Configuration Options	BIOS Support for Bootable CD_ROM	Disabled
HostRAID Options	HostRAID	Disabled

SET THESE VALUES FOR the SCSI Device Ids 0 to 7:

SCSI Device Configuration Options	Sync Transfer Rate (MB/sec)	40 MB/sec.
SCSI Device Configuration Options	Packetized	No
SCSI Device Configuration Options	QAS	No
SCSI Device Configuration Options	Initiate Wide Negotiation	Yes
SCSI Device Configuration Options	Enable Disconnection	Yes
SCSI Device Configuration Options	Send Start Unit Command	No
SCSI Device Configuration Options	BIOS Multiple LUN Support	No
SCSI Device Configuration Options	Include in BIOS Scan	No

5. After changing the values to match the table, exit the SCSI*Select* utility by pressing the ESC key until you are prompted to save your changes.

6. Select the second port on this dual port adapter and repeat the procedure for that port.

7. Repeat the procedure for each SCSI adapter port and for each additional controller card connected to Optical Drives/Libraries. Refer to related release notes for other Adaptec SCSI adapters.

8. Reboot the server to make your changes take effect.

Verification
Enter the Windows Device Manager. Each optical drive should now display as an Optical Memory device, preceded by a yellow exclamation point. You will also see “Note 31 - No driver exists for this device.”, which is normal and expected. If the optical drives

do NOT display as expected, use the Windows Device Manager to rescan for new hardware, forcing Windows to recognize the hardware changes.

As an additional verification you can check that the optical drives no longer display as lettered drives in Windows Explorer.

Configuration

When your optical devices are recognized correctly, you can configure them following standard procedures:

1. Run fnddcfg –u
2. Run fnddcfg
3. Reboot
4. Run fndev to verify device creation
5. Run fn_edit to configure optical devices
6. Run fn_build –a.

LUN Device Notes:

If multiple LUN devices are attached to the adapter only the first LUN device (LUN=0) will show up during the BIOS Scan of devices. Not all the devices will be seen at BIOS Boot time. However, Image Services will find the other LUN devices when it builds the device entries.

If there are hardware verification of the attached devices is needed then the item “BIOS Multiple LUN Support” could be momentarily set on and a boot sequence would show and verify the existence of each LUN device.

Keywords:

Windows 2000, Windows 2003, Adaptec, 39320, 39320A-R, SCSI, Hardware Setup, Lettered Drive, Exclamation point, Device Manager, BBS = BIOS Boot Specification, Intel CPU, BIOS, missing drives, Optical Drives, fnddcfg, fn_edit, fndev

References: FNDTS00152791, Case # 10208574

491 Support added for clustered combined server with clustered remote OSAR server

Date: July 25, 2005

IS Release: 4.0.30 and later

Subsystem: Installation and Configuration

Platform: NT

O/S Name and Revision: Windows 2003 Enterprise Edition

RDBMS Name and Revision: MSSQL

Release Notes Category: CIU

Symptom and Description:

There are no special requirements for the installation and setup of this configuration. The steps necessary to create this configuration are as follows:

- Configure a combined server cluster as described in the Microsoft Cluster Server Installation and Update Procedures for Windows Server (9844099-001).
- Create a second cluster.
- Make the server in the second cluster an OSAR server associated with the previously created combined server. The procedure for creating an OSAR server is described in Appendix B of the Installation and Configuration Procedures for Windows Server (9844070-001)

Previous experience with Microsoft Cluster Server installations is assumed.

Workaround: N/A

Keywords: Cluster

Reference: FNDTS00154929

492 Minimum Free Disk Space Requirements Increased

Date: July 29, 2005

IS Release: 4.0 SP3

Subsystem: Installation Procedures

Platform: All

O/S Name and Revision: ALL

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

To install IS 4.0 SP3, you may need more free disk space in the /fnsw directory than the Readme installation instructions for this Service Pack recommend. (The required temporary space recommended in the Readme instructions is unchanged.)

Workaround:

Use the following table to determine the appropriate minimum amount of free disk space required in /fnsw for successfully installing IS 4.0 SP3:

Platform	Required Disk Space	Directory
AIX	160 MB	/fnsw
HP-UX	195 MB *	/fnsw
Solaris	285 MB	/fnsw
Windows	130 MB	\fnsw

* Required disk space for HP-UX has not increased.

Keywords: Service Pack, installation

Reference: FNDTS00155820

493 Support for Sun X4422A Dual Gigabit Ethernet and Dual SCSI/P (LVD/SE) Adapter

Date: July 21, 2005

IS Release: 4.0 SP3

Subsystem: General Hardware

Platform: Sun

O/S Name and Revision: Solaris 8 and Solaris 9

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

This is to announce support of the Sun X4422A Dual Gigabit Ethernet and Dual SCSI/P adapter. This PCI adapter provides dual gigabit Ethernet interfaces and dual Ultra2 LVD/SE SCSI ports. It is supported on Solaris 8 and Solaris 9 with the appropriate OS patches and drivers. See the Sun documentation for further information on the support of this adapter.

Select the cable carefully. This adapter uses stacked VHDCI 68-pin SCSI ports with tight clearances between them. Some cables have a raised 'cowling' on one side of the connector body that will not allow both ports to be used with two of the same cables. If both ports are to be used, select SCSI cables with VHDCI connectors with no raised 'cowling' on the wide side of the connector. This is because the wide sides of the ports are on the inside, closest to each other. If only one port is to be used, this is not an issue.

Workaround: N/A

Keywords: X4422A, LVD, SCSI, cable

Reference: FNDTS0000142176

494 AIX 5.1 – SDS_CSAR_reader fails to start after installing IS 4.0 SP3

Date: August 1, 2005

IS Release: IS 4.0 SP3

Subsystem: OSAR Services

Platform: AIXOS

O/S Name and Revision: AIX 5.1

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

The EMC SDK v3 Toolkit was released by SCR 233336. The EMC SDK v3 Toolkit requires AIX 5.1 servers that have implemented the Centera interface to have a minimum of AIX 5.1 ML4 installed.

If the server has AIX 5.1 ML3 (or lower) installed, the SDS_CSAR_reader processes are not started. When starting the Image Services software, the following error message is written to the error log during the starting of the Image Services software for each SDS_CSAR_reader process has been configured:

2005/07/19 18:12:26.254 76,0,262 <fnsw> ds_init (1491082) ...
ds_init: 'SDS_CSAR_reader 1 14' exited with unknown (0) signal, pid=1007866, status=0ff00

Workaround:

Install AIX 5.1 ML4 or later. Check the OS Spec for AIS 5.1 IS 4.0.x for supported AIX Maintenance Levels. To download this spec from the IBM support page, see Accessing IBM FileNet documentation, compatibility matrices, and fix packs.

Keywords: SDS_CSAR_reader, AIX 5.1

Reference: FNDTS00155368, SCR 233336

495 Support Windows 2003 Service Pack 1

Date: October 5, 2005

IS Release and Subsystem: IS 4.0 SP2 and later

System/platform: NT

O/S Name & Revision: Windows Server 2003 SP1

RDBMS Name & Revision: MSSQL 2000, Oracle 9.2.0 and DB2 8.2

Release Notes Category: IUP

Symptom/Description:

Although Image Services is supported on systems with Windows 2003 Service Pack 1, the following errors may be encountered.

1. Errors encountered installing a SLAC key license. This problem is caused by uninitialized pointers in violation on Windows 2003 SP1. Errors are similar to the following:

    202,9,1 C:\FNSW\BIN\LIC_ADMIN.EXE –s C:\FNSW\LIB\CONF_DB\UVWSQL.key

    FNC got an error attempting to issue a trap.

2. Errors encountered when configuring storage libraries. The 'fnddcfg' utility to configure libraries does not properly configure, populate or 'discover' the optical devices although they show up via the Windows Device Manager. This problem is caused by stamping FNscsidd.sys which causes the driver not to load on systems with Windows 2003 SP1 installed.

Workaround:

1. Install SCR 230192 and install the SLAC key license, using the LIC_ADMIN utility, for IS releases prior to 4.0 SP4.

2. Install SCR 241275 and configure the storage libraries.

NOTE: IS 4.0 SP4 and above already incorporates these SCRs.

Keywords: Post-Update, Windows

Reference: Enhancement Record FNDTS00130909, Defect Records FNDTS00148469 and FNDTS00159412

496 Unable to install IS 4.0 Service Packs on Windows platform

Date: June 28, 2005

IS Release: IS 4.0.X

Subsystem: InstallShield Multiplatform

Platform: Windows

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

After upgrading a Windows server from IS 3.6.X to IS 4.0 GA, occasionally the following error message is written to the IS 4.0.SPX install log when installing any IS 4.0 Service Pack:

The installed baseline has an incompatible version. The installer will exit.

The reason this problem occurs is that the \fnsw\etc\system\release_file from the IS 3.6.X release was not updated during the IS 4.0 GA upgrade. The file still has a stamp of 3.6.X. The Service Pack installer checks the stamp of \fnsw\etc\system\release_file to verify the current baseline release before upgrading the software. Because the file still has a stamp of 3.6.X, the installation of the Service Pack exits without updating the software.

Workaround:

Update the IS 4.0 GA \fnsw\etc\system\release_file on the server using the file from the IBM support page. To download the file, see Accessing IBM FileNet documentation, compatibility matrices, and fix packs.

Keywords: Service Pack, install

Reference: FNDTS00164417

497 Installation and Configuration Procedures for AIX/6000 – Documentation Corrections

Date: September 27, 2005

IS Release: IS 4.0 and later

Subsystem: Installation Procedures

Platform: AIX

O/S Name and Revision: AIX 5.1 and 5.2

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

DR 160242 identifies several sections in the IS 4.0 version of the Installation and Configuration Procedures for AIX/6000 that require revision.

Workaround/Correction:

Starting on Page 61:

The document *Installation and Configuration Procedures for AIX/6000* is missing network configuration options for AIX 5.2. The section “Modify Network Options” starting on page 61 applies *only* to AIX 5.1.

For AIX 5.2 you need to verify that the network options in the /etc/tunables/nextboot file contains the following lines in the network options (no) section:

tcp_sendspace = “16384”
tcp_recvspace = “16384”
tcp_keepidle = “80”
tcp_keepintvl = “20”
tcp_ephemeral_high = “65535”
tcp_ephemeral_low = “42767”
upd_ephemeral_high = “65535”
upd_ephemeral_low = “42767”

If these lines are not present, run each command below at the system prompt.

/usr/sbin/no –p –o tcp_sendspace=16384
/usr/sbin/no –p –o tcp_recvspace=16384
/usr/sbin/no –p –o tcp_keepidle=80

/usr/sbin/no –p –o tcp_keepintvl=20
/usr/sbin/no –p –o tcp_ephemeral_high=65535
/usr/sbin/no –p –o tcp_ephemeral_low=42767
/usr/sbin/no –p –o upd_ephemeral_high=65535
/usr/sbin/no –p –o upd_ephemeral_low=42767

Page 75: the command instfix l grep AIX should be:

instfix -i l grep AIX

Page 82: Minimum raw file system sizes that fn_edit allows are:

cache0 100
permanent_db0 100
permanent_rl0 64
transient_db0 40
transient_rl0 64
sec_db0 12
sec_rl0 4

For AIX with Logical Volume Manager (LVM):
cache0 128
permanent_db0 128
permanent_rl0 64
transient_db0 64
transient_rl0 64
sec_db0 64
sec_rl0 64

Page 144: The description of the Major and Minor numbers (step 2b) should be:

Display the major and minor numbers for each logical volume you've created and make note of them to complete this section.

To position the /dev/<volume group> directory, enter:

cd /dev/<volume group> **(for example, <volume group> is fnvg or whatever you named it)**

To list the contents of the directory, enter the following command:

ls -la /dev/rlv00

A directory list displays the major and minor numbers for each logical volume. (rfn_oracle_udb0 will display only if you have set it up.) Make a note of the numbers in the spaces below, because you are going to be using them on the next page. Do not create any character devices for file systems if any file systems happened to be made as part of your fnvg (for example, rfnsw). The following is a sample line from the listing.

```
crw-rw----  1 root     system       10, 11 Aug 12 18:08 /dev/rlv00
```

Keywords: Service Pack, installation

Reference: FNDTS00160242

498 Installing Windows 2000 SP4 Update Rollup 1 – v1 disables the OSAR libraries

Date: October 18, 2005

IS Release: IS 3.6.X, IS 4.0.X

Subsystem: Kernel Drivers

Platform: Windows

O/S Name and Revision: Windows 2000 SP4 Rollup 1

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

After installing the Microsoft Update Rollup 1 (KB891861) on Windows 2000 SP4, the OSAR drivers get disabled and users are unable to retrieve documents from optical.

When IS starts up, errors similar to the following may be seen:

2005/10/14 14:59:51.125 214,0,134 <fnsw> fn_snmpd.exe (2196.2200 0x894.898) ... SOD_init@2393: Can't open 'SOD.2050', WinErr=2

2005/10/14 15:00:20.484 214,0,134 <fnsw> dsched b (2432.2428 0x980.97c) ... SOD_Open@2393: Can't open 'SOD.2030', WinErr=2

This problem does not occur with Microsoft Update Rollup 1 v2, which was released on September 13, 2005, replacing the initial version.

Workaround:

If the Microsoft Update Rollup 1 (KB891861) has already been installed, install Microsoft Update Rollup 1 v2 (the latest version of Update Rollup 1). After installing Update Rollup 1 v2, recreate the devices by running fnddcfg, and then reboot.

Keywords: Windows 2000 SP4 Rollup 1, Kernel Driver

Reference: KB891861, FNDTS00162821, FNDTS0057792

499 Clarification of CFS-IS Export and Update Behaviors

Date: November 11, 2005

IS Release: 4.0 SP3 and later, and CFS-IS 3.5.0 and later.

Platform: All

O/S Name & Revision: All

RDBMS Name & Revision: N/A

Release Notes Category: F/F

Description:

When document properties are updated or exported in a CFS-IS environment, it is not clear when the changes are and are not propagated to the other federated system, when the changes may overwrite newer information, and when mismatch errors are generated.

Workaround:

In the FileNet P8 Content Federation Services Guidelines document, "Overview" section, the list of bullets has been expanded to read:

> During the transition from Panagon applications to FileNet P8 Platform applications, CFS-IS operates as follows:
>
> - New documents entered via the CE system that have content stored in IS will have a catalog entry only in CE.
> - New documents entered via the IS system have a catalog entry in both IS and CE. (Do not turn off cataloging in the IS catalog for the affected document classes until the conversion has been complete for a reasonable length of time.)
> - If the properties in a catalog entry in the CE catalog are updated through FileNet P8 platform applications, the update is NOT propagated to the dual catalog entry in the IS catalog. The property values on CE and IS will be out of synchronization and this mismatch must be resolved by the system administrator.
> - If the properties in a catalog entry in the IS catalog are updated through an application such as IDM Desktop or Image Services Toolkit, the update is automatically propagated to the dual catalog entry in the CE catalog.
>
>   However, if any of the mapped properties in the dual catalog entry in the CE catalog have been modified on the CE system by any means other

than by the IS Import Agent, the update propagated from IS will fail and an error will be logged in the Windows Event Log. The property values on CE and IS will be out of synchronization and this mismatch must be resolved by the system administrator.

- Document properties can be re-exported from IS to CE at any time by running the IS Catalog Export Tool on a Remote Admin Console workstation. (This is especially important if the property mapping has been changed.)

  However, if any of the mapped properties in the dual catalog entry in the CE catalog have been modified on the CE system by any means other than by the IS Import Agent, those modifications will be lost because the CE properties are overwritten by the IS properties.

Also in the "Overview," a new section has been added to describe the difference between the "update" and "export" of document properties:

Update v. Export

The distinction between "update" and "export" is subtle, but important. In both cases, document properties are copied from the IS system to the CE system. Updating involves a comparison of IS and CE properties, while exporting does not involve a comparison.

When mapped document properties are **updated** on the IS system through an application such as IDM Desktop or Image Services Toolkit, the IS and CE properties are compared with each other to make sure they're identical before the update is performed. If they are not identical, a mismatch error is reported on both the CE and IS systems. The system administrator must resolve the difference.

When mapped document properties are first **exported** from the IS system to the CE system by means of the Catalog Export Tool on a Remote Admin Console workstation, they are the same on both the IS and CE systems. However, any subsequent changes made to CE properties by FileNet P8 applications are not sent back to the IS system. If it becomes necessary at some later date to re-export the properties from IS to CE, no comparisons are made, the IS properties always overwrite the CE properties, and any updates to those CE properties are lost.

To prevent the mapped CE properties from inadvertently being modified and becoming mismatched with the corresponding IS properties, the best practice is to create a Marking Set to protect the CE document class.

In Chapter 5, "Best Practices," the *Important!* note has been expanded to read:

When a document is cataloged on both IS and CE, updating the properties on the Content Engine does not update the corresponding Image Services properties. The IS and CE properties are now out of synchronization.

- If the properties on the IS system are then re-exported to the CE system using the IS Catalog Export tool on the IS Remote Admin Console, the older IS properties will overwrite the updated CE properties.

- If the properties on the IS system are updated through an application such as IDM Desktop or Image Services Toolkit, the update on the CE system will fail because the CE properties do not match the expected value.

These changes will be incorporated into future editions of the *CFS-IS Guidelines*.

Keywords: Guidelines Content Federation Services Update Export

Reference: FNDTS00163872

500 Corrected reference to ORACLE_HOME path in the Update Procedure for Solaris

Date: November 11, 2005

IS Release: 4.0 and later

Platform: SUN

O/S Name & Revision: Solaris 8 and later

RDBMS Name & Revision: Oracle 9i version 2 and later

Release Notes Category: IUP

Description:

The wrong ORACLE_HOME path is mentioned on p.151 of the IS 4.0 Update Procedure for the Solaris Operating Environment (May 2003).

Workaround:

In the section, “Set Up fnsw User Environment,” which begins on page 150, the ORACLE_HOME path should be set to **/usr/ora/920**.

Step 4 near the top of page 151, should be:

“Verify that the ORACLE_HOME (for Oracle software) is set to **/usr/ora/920** and that the ORACLE_SID variable is set correctly in the .profile and .cshrc files.”

Keywords: update, documentation, Solaris, Oracle, user environment

Reference: FNDTS00159569

501 Service Packs overwrite eProcess and Process Engine LDAP modules

Date: 12/05/05

IS Release: IS 4.0.0 and later

Subsystem: Security Services

Platform: AIX, HP, Solaris, Windows

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

In FileNet P8 releases prior to 3.5.0, LDAP modules are located in /fnsw/lib/shobj on UNIX servers and <drive>:\fnsw\lib\shobj on Windows servers, which is the same location where IS places its LDAP modules.

When you install a new IS service pack on a server that also has eProcess (4.2.2, 5.0, 5.1 products), IS replaces the eProcess LDAP modules with its own LDAP modules, which causes the server to stop functioning.

(In FileNet P8 release 3.5.0 and later, LDAP modules are located in /fnsw/lib/shobj/pe3rdparty (UNIX) or <drive>:\fnsw\lib\shobj\pe3rdparty (Windows) and do not conflict with the Image Services LDAP modules.)

Workaround:

Before installing an IS 4.0 Service Pack on a server that also has eProcess 4.2.2, 5.0, or 5.1 - or has FileNet P8 products prior to 3.5.0 - you need to copy the LDAP modules to a temporary directory. After the IS Service Pack installation is finished, you need to restore the LDAP modules to their original location.

There are separate procedures for eProcess and FileNet P8 products. Use the appropriate procedure for your server configuration.

For eProcess:

Follow these steps to install new IS service packs on servers with eProcess products.

1. **Before You Install the IS Service Pack:**
   a) Stop eProcess software.

b) Kill any eProcess-related Java™ processes.

c) Kill any eProcess-related services.

d) Run: **killfnsw -DAy** (for UNIX)
or
killfnsw -D -y (for Windows).

e) Run: **slibclean** (as **root** user for AIX).

f) Copy the LDAP modules to a temporary directory. See the table below for modules appropriate to your platform.

LDAP Modules

AIX	HP-UX	Solaris	Windows
Files reside in:	Files reside in:	Files reside in:	Files reside in:
/fnsw/lib/shobj	/fnsw/lib/shobj	/fnsw/lib/shobj	<installed drive>:\fnsw\lib\shobj\3rdparty
libldap50.so	libfreebl_hybrid_3.sl	libfreebl_hybrid_3.so	libnspr4.dll
libnspr4.so	libfreebl_pure32_3.sl	libfreebl_pure32_3.so	libplc4.dll
libnss3.so	libldap50.sl	libldap50.so	libplds4.dll
libnssckbi.so	libnspr4.sl	libnspr4.so	nsldap32v50.dll
libplc4.so	libnss3.sl	libnss3.so	nsldappr32v50.dll
libplds4.so	libnssckbi.sl	libnssckbi.so	nsldapssl32v50.dll
libprldap50.so	libplc4.sl	libplc4.so	nss3.dll
libsmime3.so	libplds4.sl	libplds4.so	softokn3.dll
libsoftokn3.so	libprldap50.sl	libprldap50.so	ssl3.dll
libssl3.so	libsmime3.sl	libsmime3.so	
libssldap50.so	libsoftokn3.sl	libsoftokn3.so	
	libssl3.sl	libssl3.so	
	libssldap50.sl	libssldap50.so	

2. **Install the IS Service Pack.**

   Follow the installation instructions in the Readme file that accompanies the Service Pack.

3. **After You Install the IS Service Pack:**

   a) Copy the LDAP modules from the temporary directory to /fnsw/lib/shobj (for UNIX) or <drive>:\fnsw\lib\shobj (for Windows).

   b) Run: **fn_setup -d**

   c) Restart eProcess related services.

   d) Restart eProcess software.

For FileNet P8 Products:

Follow these steps to install new IS service packs on servers with FileNet P8 products.

1. **Before You Install the IS Service Pack**

   a) Stop PE software.

   b) Kill any PE-related Java processes.

   c) Kill any PE-related services.

   d) Run: **killfnsw -DAy** (for UNIX)
   or
   killfnsw -D -y (for Windows)

   e) Run: **slibclean** (as **root** user for AIX)

2. **Install the IS Service Pack**

   Follow the installation instructions in the Readme file that accompanies the Service Pack.

3. **After You Install the IS Service Pack**

   a) Run: **fn_setup –d**

   b) Restart PE-related services.

   c) Restart PE software.

Keywords: LDAP, eProcess

Reference: FNDTS00157080

502 Support for Plasmon Gx134 and Gx174 30GB UDO Storage Libraries

Date: February 21, 2006

IS Release: 4.0 SP4

Subsystem: General Hardware

Platform: N/A

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

Support has been added for Plasmon Gx134, Gx166, and Gx174 Ultra Density Optical (UDO) storage libraries. This first generation of UDO drives allows for 30GB capacity. The Gx134 has 4 drives and 134 slots. The Gx166 has 4 drives and 166 slots. The Gx174 has 2 drives and 174 slots.

Warning: UDO libraries are to be used with UDO media only. No mixed MO/UDO configuration is supported. Make absolutely sure that MO media is NEVER inserted into a UDO-only library. On some library models this action may cause physical damage to the library. Similarly, UDO media should NEVER be inserted into an MO library.

Support for these Plasmon models begins with IS 4.0 SP4 HFP2.

Workaround: N/A

Keywords: UDO, LVD, Ultra Density Optical, Plasmon, Gx134, Gx174

Reference: FNDTS00168826

503 Support for HP A7173A PCI-X Dual Channel Ultra320 SCSI (LVD/SE) Adapter

Date: February 8, 2006

IS Release: 4.0 SP4

Subsystem: General Hardware

Platform: HPUX

O/S Name and Revision: 11i V1

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

This is to announce support of the HP A7173A PCI-X Dual Channel Ultra320 SCSI adapter. This PCI-X adapter provides dual Ultra320 LVD/SE SCSI ports. It is supported on HP11i V1 with the appropriate OS patches and drivers, see adapter documentation.

Support starts with IS 4.0 SP4.

Two issues were found during testing of the card. See below for descriptions and workarounds.

Workaround:

An issue was found with older optical storage libraries (pre-UDO) where the arm was not detected but the drives were. This is because the use of higher SCSI speeds implies the use of advanced SCSI features. These features confuse some of the older devices. The resolution is to use the operating system Boot Console Handler (BCH) SCSI command to set the speed of the SCSI adapter to “ULTRA2”. See the adapter support guide document for details.

Another issue was that the A7173A may not be able to successfully communicate through a LVD to HVD converter box to HVD Optical Devices. Examples of behavior seen in this case were the devices are not seen, system panics, and, if rebooted, system continually reboots. This was seen when using SE/LVD to HVD converter boxes for use with HVD devices. Set the converter to Single Ended mode. This will cause the SCSI cable between the A7173A and the converter to run in Single Ended (SE) mode. This has the effect of slowing down some of the electrical signaling and then the converter and the HVD devices will respond correctly.

Keywords: A7173A, LVD, SCSI, PCI-X

Reference: FNDTS00163742

504 FNPoll can set a third-party device to "defined", thus making it unavailable

Date: January 24, 2006

IS Release: IS 4.0.x

Subsystem: OSAR Services

Platform: AIX

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

After rebooting the AIX server or running FNPoll a third-party device (e.g., LTO autoloader tape device) can be set to the "defined" state and users are unable to access the third-party device.

Image Services normally reserves all the optical drives and library arms on the SCSI bus for its own use. However, if other third-party software products that access these devices are also going to run on this server, a text file named fnsod.foreign needs to be created in the /fnsw/local/sd directory to specify which devices are available for use by the third-party products. However, the documentation currently gives an incorrect example of the format for the fnsod.foreign file.

Workaround:

This is documented in the Image Services Installation and Configuration Procedures for AIX/6000, Release 4.0.0, in Appendix B, "Adding a Storage Library Server", section "Configure Third-Party Access to Optical Libraries (Optional), page 215. Item #3 gives an example of the format for the SCSI device nodes, it is incorrect. The fnsod.foreign file should only include the SCSI address of the device to exclude. There is no "/dev/fnsod", only the SCSI address. The correct format for the file is:

/fnsw/local/sd/fnsod.foreign
b,c,t,l

where:
b,c,t,l are the bus, controller, target and lun (logical unit number)

The contents of your fnsod.foreign file might look similar to this:

```
4,8,0,0
4,8,1,0
4,8,3,0
```

Keywords: FNPoll, fnsod.foreign

Reference: FNDTS00117473

505 FailOver Configuration for the Plasmon Gx Libraries

Date: February 6, 2006

IS Release: 4.0 SP3 and later

Subsystem: General Hardware

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

When a Plasmon Gx Optical Library is configured in a High Availability (HA) system the failover will fail. Elog will show SCSI reservation attempts failed.

This is true for Plasmon Gx24, Gx32, Gx72 or Gx80 libraries with G03 firmware or earlier and Gx134, Gx166 or Gx174 libraries with H04 firmware or earlier. This problem does not exist for the G-Series or the G-Enterprise libraries.

The problem is that the library with this earlier firmware will not release reservations after a SCSI Bus Reset condition. SCSI Specification requires devices to release after a SCSI Bus Reset. At the fail-over event a different host with a different SCSI bus ID attempts to reserve the library after SCSI Bus reset is generated but reservations are not released.

Note that if the SCSI ID of the controller is changed after the Plasmon Gx library has been accessed by IS on the server the same condition could happen. Different SCSI Ids cannot reserve the library even after the SCSI Bus Reset pulse is generated.

Workaround:

Upgrade the firmware when Plasmon releases the G04 or later firmware for the Gx24 to Gx80 libraries or use the H05 or later firmware for the Gx134 to Gx174 libraries. Contact Plasmon for the available firmware.

Keywords: Gx24, Gx32, Gx72, Gx80, Gx134, Gx166, Gx174, firmware, G03, H04, G04, H05, High Availability, HA, failover, reservation, power cycle.

Reference: FNDTS00164547

506 CPU wait time increases when writing to MSAR surfaces running AIX 5.2

Date: March 17, 2006

IS Release: IS 4.0.x

Subsystem: AIXOS

Platform: AIX

O/S Name and Revision: AIX 5.2

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

When writing to MSAR surfaces the CPU wait time increases causing performance issues. The dtp process writing to the MSAR surface slowly consumes CPU resources causing a bottleneck for other processes running on the server. The problem has only been reported when writing to 32GB MSAR surfaces. This problem can occur when three conditions exist.

The operating system is AIX 5.2 (The maintenance level does not apply).
The file system configured for the MSAR library is a Journalized File System (JFS).
The dtp process assigned to the current active write surface is performing a large number of writes where the process is constantly working.

The problem can be detected by running the AIX topas utility is a performance problem is suspected while writing to an MSAR surface. Topas is a performance monitoring tool available on all AIX servers.

Topas displays CPU usage into four categories Kernel, User, WAIT and Idle time. The topas utility also displays the 5 processes taking the largest amount of CPU resources. The topas data reports most of the CPU resources being spent in the Kernel and the dtp process is using the highest percentage of the CPU.

Workaround:

AIX 5.2 provides the additional capability of creating Enhanced Journalized File Systems (JFS2). A feature known as Concurrent I/O was added to Enhanced Journalized File Systems as of AIX 5.2 ML1. This feature improves performance because the use of files for data storage involved overheads due to serialization, buffering and data copying which impacts I/O performance.

AIX 5.2 servers that have performance problems when writing to the active MSAR surface must use the JFS2 type of file system for the location of the MSAR library.

MSAR surfaces that are read only surfaces can remain on the older Journalized File System with no impact to system performance.

Keywords: MSAR, dtp

Reference: FNDTS00168728, PMR 87793 b227

507 Servers in a Multi-Server Environment Must be on the Same Hardware Platform and Operating System

Date: March 3, 2006

IS Release: 3.X, 4.X

Subsystem: N/A

Platform: ALL

O/S Name and Revision: ALL

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

All IS servers in a multi-server environment must be on the same hardware platform, operating system and IS release. For example, if your Root/Index server is on AIX/6000 your Storage Library and Application servers must also be on AIX/6000. Windows Application servers are the exception. Windows Application servers are supported with UNIX Root/Index and Storage Library servers.

Workaround: N/A

Keywords: configuration, application servers, storage library servers

Reference: Windows® Application Server Install Procedures for UNIX Systems, Release 4.0.0, 9844078-001

508 SDS Filesystem reader supports searching multiple volumes

Date: March 28, 2006

IS Release: 4.0 SP4

Subsystem: OS

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

Previously, the Image Services SDS Filesystem (FS) reader was restricted to retrieving content from one volume. To provide greater flexibility and support for increased storage capacity, the SDS reader can now search for content in multiple volumes.

Workaround:

The following SCRs should be installed after the installation of IS 4.0 SP4 HFP2:

250816, 252212, 252747

Future 4.0 SP4 Hot Fix Packs and 4.0 Service Packs will include this functionality.

For information on installing and configuring multiple volumes, see the *Single Document Storage and Retrieval Procedures and Guidelines*, 9844130-002 (April 2006) or later.

Keywords: SDS Reader

Reference: FNDTS00171957, SCRs 250816, 252212, and 252747

509 OPTIONAL cor_backoff_config FILE

Date: October 31, 2008

IS Release: IS 3.6.10 SP3, 3.6.30 SP1, 4.0.x, 4.1.x

Subsystem: SystemV Networking

Platform: ALL

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CON, IUP

Symptom and Description:

An optional configuration file “cor_backoff_config” has been implemented to allow an administrator to modify the connect failure/retry behavior for courier for both IS and ISTK (WAL).

What is the current default courier behavior?

Courier performs an open connect request to talk to clients over a network. It will retry a connection on a failure using a binary exponential backoff algorithm. On IS releases 3.6.10/SP3, 3.6.30/SP1, 4.0.x, and 4.1.x the courier connect default retry values were changed to the following:

On IS servers (combined, OSAR, BES, etc.):
The maximum wait on any single retry is the max_single_sleep value (½ second is the default). The wait time can be less than ½ second, which means there may be many more retries than 1 every ½ second. The maximum wait for the sum of all retries is the max_total_sleep value (5 seconds is the default). After a total of 5 seconds of wait time, it will close a socket and the OCOR_Open function returns with an error <15,16,17> and logs it to the elog.

On WAL stations (IDM Desktop, ISTK applications, HPII, etc.):
The retry logic behaves the same way as on IS servers, except that the default values for both max_single_sleep and max_total_sleep are zero. So, upon the first unsuccessful connect, a close is performed on the socket and the OCOR_Open function returns with an error <15,16,17> and logs it to the elog.

When should I use the “cor_backoff_config” file?

- If the site has a slow network,
- If the courier default values are not long enough for your network (½ second retry and 5 seconds of retries for IS and 0 seconds of retries for WAL), or

- If the TCP/IP parameters are correct according to the IS Installation documents in the TCP/IP parameter section and they are encountering <15,16,17> errors in the elog.

Here is an example from a Windows server:

2006/03/10 03:53:34.288 15,16,17 <fn.service> PRI_check (3960.4368.45 0xf78.1110) …COR_Open: connect to 10.50.105.15 [32769] failed with WSAGetLastError 10060

How do I implement the "cor_backoff_config" file?

The optional configuration file "cor_backoff_config" is manually created by the administrator for all IS and ISTK servers. This configuration file permits the administrator to modify the default courier connect failure/retry behavior. If the file does exist, then its values override the default courier behavior.

The following is a sample of the contents of a "cor_backoff_config" file with the current default courier failure/retry values for IS. This sample can be used for both ISTK and IS servers. However, for IS you would use values greater than those shown in the sample. The values used in the "cor_backoff_config" file are in milliseconds and the file strings (e.g., "max_single_sleep") are case sensitive. The file should be created with Read/Execute permissions.

If the "cor_backoff_config" file has been accessed an informational message will be logged to the elog. For example:

2006/03/10 09:38:45.492 155,19,255 <fn.service> PRI_check (3736.3744.71 0xe98.ea0) ... [INFO]cor_backoff_config: debug: FALSE, max_single_sleep: 500ms, max_total_sleep: 5000ms

cor_backoff_config file contents:

```
debug 0                          # if set to 1 output fn_log_msg() for each retry attempt
max_single_sleep 500             # 500 ms means no more than ½ second in a single retry
max_total_sleep 5000             # 5000 ms means no more than 5 seconds for all retries
FN_COR_NO_CONNECT_ERROR 0 # when set to 1, courier errors will not be logged
```

NOTE: In the debug line above, if debug is set to 1, the fn_log_msg function writes to different locations based on IS versus ISTK and operating system:
UNIX IS: /fnsw/local/logs/ims_logs
UNIX ISTK: /fnsw/client/logs/client_logs
Windows IS: \fnsw_loc\logs\ims_logs
Windows ISTK: WAL_ROOT\client\logs\client_logs (where WAL_ROOT is set in the Windows registry)

cor_backoff_config file location:

On IS servers (combined, OSAR, BES, etc.):

```
/fnsw/local/sd/cor_backoff_config              # Unix
<drive:>\fnsw_loc\sd\cor_backoff_config.txt  # Windows
```

On WAL stations (IDM Desktop, ISTK applications, HPII, etc.):

```
/fnsw/client/cor_backoff_config                 # Unix
<drive:>\fnsw\client\cor_backoff_config.txt    # Windows
```

Keywords: <15,16,17>, courier, cor_backoff_config

Reference: DTS00117982, DTS00116096, ecmdb00785170

510 Image Services Supports AIX 5.3

Date: March 20, 2006

IS Release and Subsystem: 4.0 SP4

System/platform: AIX

O/S Name & Revision: AIX 5.3

RDBMS Name & Revision: Oracle 9.2.0 and DB2 8.1 + 8.2

Release Notes Category: IUP

Symptom/Description:

NOTE: AIX 5.3 Tech Level 4 is the minimum level of AIX 5.3 supported with IS 4.0 SP4.

AIX 5.3 levels below Tech Level 4 may result in operating and functional problems with reading and writing to optical devices and MSAR surfaces.

Workaround:

Download and Install AIX Fix Bundles
The IBM AIX Fix Central Location for Technology Level 4 can be found on the following IBM AIX website:

http://www-912.ibm.com/eserver/support/fixes/

For MSAR Systems only, modify the /fnsw/msar stanza of the file called /etc/filesystems. Use your preferred text editor to modify this file.

IS 4.0 SP4 MSAR support of AIX 5.3 requires the omission of the **noac** (No Attribute Caching) option on MSAR Network File System (NFS) mounts. The following is an example of what must be modified:

Before:
/fnsw/msar:
dev = "/msar/ibm44d2r"
vfs = nfs
nodename = englibcm
mount = true
options = bg,hard,noac,intr
account = false

After:
/fnsw/msar:

```
dev         = "/msar/ibm44d2r"
vfs         = nfs
nodename    = englibcm
mount       = true
options     = bg,hard,intr
account     = false
```

Set the Network Option Tunable Parameters
Refer to Release Note 407 (Image Service Supports AIX 5.2) for tunable parameters in the /etc/rc.dt file when doing a fresh installation of IS 4.0.0 on AIX 5.3 Tech Level 4.

Create the /fnsw/procs Directory
On new systems with AIX 5.3 already installed, perform a fresh installation of the base IS 4.0.0 GA release and immediately after manually create the /fnsw/procs directory. If this directory is not created, the IS 4.0 SP4 service pack update will fail.

As fnsw user, run the following command at the AIX command level prompt:

```
mkdir /fnsw/procs
```

Keywords: PRE-UPDATE

Reference: FNDTS00131042

511 Configuration of Plasmon Enterprise G Libraries for MO and UDO Drives

Date: September 27, 2006

IS Release: 3.6 SP3 and above

Subsystem: General Hardware

Platform: All (UNIX and Windows)

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

The Plasmon Enterprise G family of libraries supports both MO and UDO drives. Although Image Services does not support using MO and UDO drives at the same time in the library (known as mixed mode operation), Image Services does support the library usage in MO-only mode or UDO-only mode.

To improve performance you should also verify that the barcode reader option is turned off.

This release note does not apply to the Plasmon Gx series libraries.

Configuration Procedure:

This is the configuration procedure if the Plasmon G64, G104, G164, G238, G438, G638 library is equipped entirely with UDO drives or with MO drives, 9.1 gigabyte or smaller. In either case set the STD-GEMULATION mode on. You do this by entering the menu system on the front panel of the machine.

- To enter the menu system, push the button under the Select arrow.
- Then select the SET-UP LIBRARY configuration option.
- At this point scroll down and select the STD-Emulation option and turn it on. The front panel will say “G-MIDRANGE” after exiting the menu system.

To verify or change the setting for the barcode reader to the disable state do the following:

- Enter the menu system on the front panel of the machine.
- To enter the menu system, push the button under the Select arrow.

- Then select the SET-UP LIBRARY configuration option.
- At this point scroll down and select the Barcode option and turn it off.

Keywords: G64, G104, G164, G238, G438, G638, firmware, G-Series, G-Enterprise, MO, UDO, configuration, setup, auto-configure, STD_GEMULATION

Reference: FNDTS00189584

512 Support for IBM 5712 PCI-X Dual Channel Ultra320 SCSI (LVD/SE) Adapter

Date: January 29, 2007

IS Release: 4.0 SP4 HFP3

Subsystem: General Hardware

Platform: AIX

O/S Name and Revision: AIX 5L

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

This is to announce support of the IBM 5712 PCI-X Dual Channel Ultra320 SCSI adapter with Image Services 4.0 SP4 HFP3. This PCI-X adapter provides dual Ultra320 LVD/SE SCSI ports. It is supported on AIX 5.1 and up with the appropriate maintenance levels, (refer to the adapter documentation).

The 5712 adapter does not directly support High Availability (HA) configurations. Auto-termination cannot be disabled on the adapter. See FNDTS00175161. Support of LVD/SE devices in HA systems can be done via converters where the termination on the HA SCSI Bus is disabled in the converter.

Only seven devices are supported per adapter at this time.

Verify that the adapter has microcode level 05080092 or higher. There were issues with AIX 5 32-bit OS and libraries in LUN mode with previous microcode versions (FNDTS00178998).

The AIX 5 64-bit OS LUN mode issue (Release Note #389) is still unresolved at this time.

Workaround:

Even though it is a dual port card only seven devices total across both ports are allowed per card at this time. This prevents SCSI id conflicts among the connected devices across the two SCSI buses.

HA configurations using 5712 and HVD optical devices can be configured because the converters act as an isolator and can have the terminators in the converters disabled. LVD optical devices can be configured by using a SE to LVD converter and disabling the terminators in the converters on the LVD SCSI Bus.

Keywords: 5712, LVD, SCSI, PCI-X, Ultra320

Reference: FNDTS00139003, FNDTS00175161, FNDTS00178998

513 Micro-partitioning support with AIX 5.3 systems

Date: April 21, 2006

IS Release: 4.0 SP4 HFP2

Subsystem:

Platform: AIX

O/S Name and Revision: AIX 5.3 & TL4

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Description and Symptom:

Image Services 4.0 SP4 HFP2 supports micro-partitioning that is available with AIX 5L™ Version 5.3. Please contact your service representative for further information, along with hardware and firmware requirements, necessary to deploy micro-partitioning.

Micro-partitioning support of Image Services is for non-OSAR systems including systems that support SDS devices with IS 4.0 SP4 HFP2 and above.

Dynamic re-allocation, a feature of micro-partitioning, is not supported by Image Services.

Refer to Release Note 510, Image Services support of AIX 5.3, for more information.

Workaround: None.

Keywords: AIX, Micro-partitioning, LPAR, SDS

Reference: FNDTS00176974, Release Note 510

514 Image Services supports only SNMP version 1

Date: November 13, 2006

IS Release: 3.6.x and higher

SubSystem: Documentation

Platform: All

O/S Name & Revision: All

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description and Symptom:

The following documents do not clearly state that Image Services supports only SNMP version 1 (SNMPv1).

- *SNMP Reference Manual, Release 4.0.0* (9844085) dated May 2003.
- *Installation & Configuration Procedures for AIX/6000, Release 4.0.0* (9844074) dated May 2003. Replace the section “Operating System Requirements” on page 31 with the new text below.
- *Installation & Configuration Procedures for AIX/6000, Release 4.0 DB2 Edition* (9844114) dated June 2004. Replace the section “Operating System Requirements” starting on page 30 and ending on page 31 with the new text below.

Workaround:

Image Services supports only SNMP version 1 (SNMPv1). This applies to all UNIX and Windows platforms.

- Future editions of the *SNMP Reference Manual* will state this explicitly.
- Future editions of the *Installation and Configuration Procedures for AIX/6000 for IS 4.0 and IS 4.0 DB2 Edition* will contain the following new text on the pages indicated earlier:

Operating System Requirements

You can install Image Services Release 4.0 on systems with the following AIX operating systems **only**:

- AIX 5L version 5.1, Maintenance Level 2 or higher (with IS 4.0)
- AIX 5L version 5.2, Maintenance Level 3 or higher (with IS 4.0 and IS 4.0 DB2 Edition)

- AIX 5L version 5.3, Technology Level 4 or higher (with IS 4.0 SP4 and higher)
- Simple Network Management Protocol (SNMP) version 1

Verifying the SNMP Version (AIX 5.2 only)

On AIX 5.2 and higher, SNMP version 3 is installed by default. You need to change this to SNMP version 1 as described in this section.

Note: Failure to switch to SNMP version 1 will cause the FileNet SNMP daemon, fn_snmpd, to abort when the Image Services software is started.

Follow these steps to determine the version of SNMP currently running on your server:

1. As **root** user, enter:

   ps -e | grep snmpd

If one of the following process names appears, the system is configured to use SNMP version 3.

snmpmibd64

snmpdv3ne

2. If you received no output, you probably need to start the snmpd daemon, enter:

   startsrc -s snmpd

Then repeat Step 1.

3. To change to SNMP version 1, enter:

   /usr/sbin/snmpv3_ssw -1

4. To verify that you are running SNMP version 1, re-enter

   ps -e | grep snmpd

The following process name should appear:

snmpd64v1

Keyword(s): SNMP

Reference(s): FNDTS00175460, FNDTS00178494

515 Cleaning UDO Lenses Coated with Ammonium Sulfate

Date: June 14, 2006

IS Release: 4.0.30 and above

Subsystem: General Hardware

Platform: All (UNIX and Windows)

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

The Plasmon and HP UDO drives can accumulate Ammonium Sulfate particles on the optical lens. Environmental contaminates may be present and can cause the formation of particles on the lens of the UDO drives. If sufficient particles form on the lens then laser light decrease can result in errors. A particular error the Write Power Calibration SCSI Error is present if the SCSI error is:

Sense Key (byte 2): 04
Sense Code Qualifier (byte 12): 40
Additional Sense Code Qualifier (byte 13): 9D

If the error entry in the FileNet E-log looks like this, the lens should be cleaned:

2006/03/21 13:54:54.155 30,0,2 <fnsw> doccopy 26 (446650) ... [SERIOUS]
ODlib c 1 'drivedown' Surf=3046
Cmd=Erase MoErr=3 Status=Check Hardwr_err
Sense data = f000047f fffffff6 7fffffff 409d0000 00000800 0e112c00 00000040
0000
fa00 00007fff ffff0011 f0120e11 00000000 00000000 7fffffff 00000000 00008fff
000
00000 00100000 00000000 00000000 00000000 00000000 00000000 00000000
00000000 00
000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
00000000 0
0000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
00000000
00000000 00000000 00000000 00000000 00000000 00000000 00000000 00000000
41413030 31303139
00004066 1c090a50 6c61736d 6f6e2000 00332e30 33000000 00000000
11966318 0000ffa
e 00420000 00000000 0000

(UDO) Write Calibration Error

Workaround:

UDO optical drives should be cleaned only by an Authorized Service Provider using a Plasmon UDO cleaning cartridge. Firmware in the drives and the libraries should support the UDO cleaning procedure.

Keywords: UDO, Ammonium Sulfate, G-Series, G-Enterprise, UDO, Service Provider, Plasmon, HP, Lens, Cleaning Cartridge, dirty lens, write calibration error.

Reference: Plasmon Technical Support website at http://www.plasmontech.com

516 Running the dupip tool is no longer recommended

Date: June 14, 2006

IS Release: 3.6.x and higher

SubSystem: Documentation

Platform: All

O/S Name & Revision: All

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description and Symptom:

The **dupip** tool was originally designed to find any other systems (usually a client PC) using the same IP address as the Image Services server. It ties a server's MAC address to an IP address and reports any changes to the MAC address.

However, **dupip** generates an error when an IP address changes back and forth between two MAC addresses because network packets are going between two routers and using their addresses. The **dupip** tool didn't take that into account at the time it was designed, and as a result it may generate many false errors.

You may encounter references to **dupip** in the following documents:

- AIX/6000 Installation and Configuration Procedures
- HP-UX Installation and Configuration Procedures
- Windows Application Server Installation Procedures for UNIX
- Multi-Committal and Cross-Committal Configuration Handbook

Workaround:

Running the **dupip** tool is no longer recommended when it appears in any IS 3.5, IS 3.6, or IS 4.0 documentation. For example:

nohup /fnsw/etc/dupip

If **dupip** appears in the /etc/inittab file on any server, it can safely be removed.

Keyword(s): dupip, inittab

Reference(s): FNDTS00180716

517 SDS Procedures and Guidelines now include the CSAR Procedures and Guidelines

Date: March 8, 2006

IS Release: 4.0 SP4 and higher

Platform: ALL

O/S Name & Revision: ALL

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description:

In December 2005, a new document, ***Single Document Storage (SDS) and Retrieval Procedures and Guidelines*** (9844130), was released as a post-qualification item to IS 4.0 SP4. This new document contains information on installing and configuring the following Single Document Storage solutions on a FileNet Image Services system:

- CSAR – EMC Centera Storage and Retrieval
- ISAR – IBM DR550 Storage and Retrieval
- SSAR – NetApp Snaplock Storage and Retrieval

Information from the existing *CSAR Procedures and Guidelines* (9844107) was incorporated into the new document. In the future, all new CSAR information will be added to the ***Single Document Storage (SDS) and Retrieval Procedures and Guidelines,*** so this document should become the primary reference for CSAR users, as well as ISAR and SSAR users.

The new document is currently available via the IBM FileNet Information Management support page (www.ibm.com/software/data/support).

Workaround:

Use the ***Single Document Storage (SDS) and Retrieval Procedures and Guidelines*** document instead of the *CSAR Procedures and Guidelines* for the most recent information.

Keywords: SDS, CSAR, ISAR, SSAR

Reference: N/A

518 Removal of seven SCSI ID restriction across both channels of IBM 5712 PCI-X Dual Channel Ultra320 SCSI (LVD/SE) Adapter

Date: June 22, 2006

IS Release: 4.0 SP4 HFP4

Subsystem: General Hardware

Platform: AIX

O/S Name and Revision: AIX 5L

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

This announces removal of the restriction to seven non-conflicting SCSI IDs across both channels of the IBM 5712 PCI-X Dual Channel Ultra320 SCSI adapter. In the initial release note announcing support for this SCSI adapter (#512), Support was restricted to seven non-conflicting IDs across both channels. This restriction will no longer apply after installation of IS 4.0 SP4 HFP4. Once the HFP is installed, fnsod.install should be run as root.

Support of devices on both channels has required the introduction of “five part” SCSI optical device names for devices connected to the 5712 adapter. The standard “four part” name will remain for devices connected to SCSI adapters other than the 5712.

In the ‘lsdev –C’ output example below, devices “sod.1D,08,X,0” are connected to a 4-U/6204 SCSI adapter. They retain the “four part” names. The devices “sod1H,08,0X,X,0” are connected to both channels of a 5712 SCSI adapter. They have the new “five part” names.

```
sod.1D,08,0,0   Available 1D-08-00-1,0  FileNet Optical Disk Library
sod.1D,08,1,0   Available 1D-08-00-1,0  FileNet Optical Disk Drive
sod1H,08,00,0,0 Available 1H-08-00-0,0  FileNet Optical Disk Library
sod1H,08,00,1,0 Available 1H-08-00-1,0  FileNet Optical Disk Drive
sod1H,08,00,5,0 Available 1H-08-00-5,0  FileNet Optical Disk Drive
sod1H,08,01,4,0 Available 1H-08-01-4,0  FileNet Optical Disk Library
sod1H,08,01,5,0 Available 1H-08-01-5,0  FileNet Optical Disk Drive
```

Auto configuration of libraries in the configuration editor (fn_edit) will handle the new “five part” names. When manually configuring libraries, the “five part” name should be entered in the same manner as the “four part” name. For example, using the above

'lsdev –C' output listing, '1H 08 00 0 0' would be entered in fn_edit when it asks for the address of the library on channel 0 during manual configuration.

Support starts with IS 4.0 SP4 HFP4.

Workaround:

Users with optical libraries connected to the 5712 adapter after upgrade to HFP4 will need to run fnsod.install (as root) and then use configuration editor (fn_edit) to update with the new "five part" names that fnsod gave to devices connected to the 5712.

Keywords: 5712, LVD, SCSI, PCI-X, Ultra320

Reference: FNDTS00139003, FNDTS00175024

519 Support for IBM 5736 PCI-X DDR Dual Channel Ultra320 SCSI (LVD/SE) Adapter

Date: January 29, 2007

IS Release: 4.0 SP4 HFP4

Subsystem: General Hardware

Platform: AIX

O/S Name and Revision: AIX 5L

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

This is to announce support of the IBM 5736 PCI-X DDR Dual Channel Ultra320 SCSI adapter. This PCI-X adapter provides dual Ultra320 LVD/SE SCSI ports. It is supported on AIX 5.2 and up with the appropriate maintenance levels, refer to the adapter documentation.

Support of IBM Ultra320 SCSI adapters has prompted the introduction of “five part” SCSI optical device names for devices connected to the IBM Ultra320 SCSI adapters (5712 and 5736). The standard “four part” name will remain for devices connected to SCSI adapters other than IBM Ultra320 adapters.

In the ‘lsdev –C’ output example below, devices “sod.1D,08,X,0” are connected to a 4-U/6204 SCSI adapter. They retain the “four part” names. The devices “sod1H,08,0X,X,0” are connected to both channels of a 5736 SCSI adapter. They have the new “five part” names.

```
sod.1D,08,0,0   Available 1D-08-00-1,0  FileNet Optical Disk Library
sod.1D,08,1,0   Available 1D-08-00-1,0  FileNet Optical Disk Drive
sod1H,08,00,0,0 Available 1H-08-00-0,0  FileNet Optical Disk Library
sod1H,08,00,1,0 Available 1H-08-00-1,0  FileNet Optical Disk Drive
sod1H,08,00,5,0 Available 1H-08-00-5,0  FileNet Optical Disk Drive
sod1H,08,01,4,0 Available 1H-08-01-4,0  FileNet Optical Disk Library
sod1H,08,01,5,0 Available 1H-08-01-5,0  FileNet Optical Disk Drive
```

Auto configuration of libraries in the configuration editor (fn_edit) will handle the new “five part” names. When manually configuring libraries, the “five part” name should be entered in the same manner as the “four part” name. For example, using the above ‘lsdev –C’ output listing, ‘1H 08 00 0 0’ would be entered in fn_edit when it asks for the address of the library on channel 0 during manual configuration.

The 5736 adapter does not directly support High Availability (HA) configuration. Auto-termination cannot be disabled on the adapter. See DR 181934. Support of LVD/SE devices in HA systems can be done via converter boxes where the termination on the HA SCSI bus is disabled in the converter box.

There were issues with AIX 5 32-bit OS and libraries in LUN mode with early microcode versions (FNDTS00178998). This was resolved with microcode level 05130080. Verify that the adapter has microcode level 05130080 or higher.
Also, adapter cards that were used in testing were found to have come from IBM with a microcode level below what IBM lists as the GA level for this adapter.

On AIX5 64-bit OS, only target mode libraries were tested. The AIX 5.2 64-bit OS LUN mode issue (release note #389) is still unresolved at this time.

Support starts with IS 4.0 SP4 HFP4.

Workaround:

HA configurations using the 5736 and HVD devices can be configured because the converter boxes act as an isolator and can have the terminators in the converter boxes disabled. LVD optical devices can be configured by using a SE to LVD converter box and disabling the terminators in the converter boxes on the LVD SCSI bus.

Users with optical libraries connected to the 5736 adapter after upgrade to HFP4 will need to run fnsod.install (as root) and then use configuration editor (fn_edit) to update with the new “five part” names that fnsod gave to devices connected to the 5736.

Keywords: 5736, LVD, SCSI, PCI-X, DDR, Ultra320

Reference: FNDTS173025, FNDTS178998, FNDTS181934

520 Support for Paralan P79320 Single Channel PCI-X Ultra320 SCSI (LVD/SE) Adapter

Date: August 11, 2006

IS Release: 4.0 SP4 HFP5

Subsystem: General Hardware

Platform: Solaris 8 & 9

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

Image service supports the Paralan P79320 Single Channel PCI-X Ultra320 SCSI adapter as of IS 4.0 SP4 HFP5. This PCI-X adapter provides a single Ultra320 LVD/SE SCSI port. It is supported on Solaris 8 and 9 with installation of the vendor supplied driver. Refer to the adapter documentation for the appropriate driver.

The P79320 has a restriction that only 20 bytes of Request Sense data are returned following errors. This increases the difficulty in identifying and correcting hardware errors. Refer to DR FNDTS00182917.

The P79320 supports HA environments via a hardware jumper that is added to disable auto-termination.

Support starts with IS 4.0 SP4 HFP5.

Workaround:

Once HFP5 is installed, the user will need to run fnsod.install (as root) and reboot fnsw to install the kernel enhancements required to support this SCSI adapter.

Keywords: Paralan, P79320, LVD, SCSI, PCI-X

Reference: FNDTS00170418, FNDTS00182917

521 Support for Sun StorEdge SG-XPCI2SCSI-LM320 PCI/PCI-X Ultra 320 Dual Port LVD/SE SCSI Adapter

Date: September 8, 2006

IS Release: 4.0 SP4 HFP5

Subsystem: General Hardware

Platform: Solaris

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

This is to announce support of the Sun StorEdge SG-XPCI2SCSI-LM320 PCI/PCI-X Ultra 320 LVD/SE dual port SCSI Adapter. This PCI-X adapter provides dual Ultra320 LVD/SE SCSI ports. It is supported on Solaris 8 and 9 with installation of appropriate OS level and patches, see adapter documentation.

The SG-XPCI2SCSI-LM320 has a restriction that only 20 bytes of Request Sense data are returned following errors. This increases the difficulty in identifying and correcting hardware errors. Ref: DR 182918

This adapter cannot be configured in HA systems where the library is a Low Voltage Differential (LVD) SCSI device because auto-termination cannot be disabled on the adapter. See DR 188674. Support of LVD/SE devices in HA systems can be done via converter boxes where the termination on the HA SCSI bus is disabled in the converter box.

The RoHS compliant version of this SCSI adapter, SGXPCI2SCSILM320-Z, is also supported.

Support starts with IS 4.0 SP4 HFP5.

Workaround:

Once IS 4.0 HFP5 is installed, the user will need to run fnsod.install (as root) and reboot to install the kernel enhancements to support this SCSI adapter.

Keywords: Sun, SG-XPCI2SCSI-LM320, SGXPCI2SCSILM320-Z, LVD, SCSI, PCI-X

Reference: FNDTS00139002, FNDTS00182918, FNDTS00188674

522 Support for IBM 1912 PCI-X DDR Dual Channel Ultra320 SCSI (LVD/SE) Adapter

Date: January 29, 2007

IS Release: 4.0 SP4 HFP4

Subsystem: General Hardware

Platform: AIX

O/S Name and Revision: AIX 5L

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

This is to announce support of the IBM 1912 PCI-X DDR Dual Channel Ultra320 SCSI adapter. This PCI-X adapter provides dual Ultra320 LVD/SE SCSI ports. It is supported on AIX 5.2 and up with the appropriate maintenance levels. Refer to the adapter documentation.

Support of IBM Ultra320 SCSI adapter has prompted the introduction of "five part" SCSI optical device names for devices connected to the IBM Ultra320 SCSI adapters (5712, 5736, and 1912). The standard "four part" name will remain for devices connected to SCSI adapters other than IBM Ultra320 adapters.

In the 'lsdev –C' output example below, devices "sod.1D,08,X,0" are connected to a 4-U/6204 SCSI adapter. They retain the "four part" names. The devices "sod1H,08,0X,X,0" are connected to both channels of a 1912 SCSI adapter. They have the new "five part" names.

```
sod.1D,08,0,0   Available 1D-08-00-1,0  FileNet Optical Disk Library
sod.1D,08,1,0   Available 1D-08-00-1,0  FileNet Optical Disk Drive
sod1H,08,00,0,0 Available 1H-08-00-0,0  FileNet Optical Disk Library
sod1H,08,00,1,0 Available 1H-08-00-1,0  FileNet Optical Disk Drive
sod1H,08,00,5,0 Available 1H-08-00-5,0  FileNet Optical Disk Drive
sod1H,08,01,4,0 Available 1H-08-01-4,0  FileNet Optical Disk Library
sod1H,08,01,5,0 Available 1H-08-01-5,0  FileNet Optical Disk Drive
```

Auto configuration of libraries in the configuration editor (fn_edit) will handle the new "five part" names. When manually configuring libraries, the "five part" name should be entered in the same manner as the "four part" name. For example, using the above 'lsdev –C' output listing, '1H 08 00 0 0' would be entered in fn_edit when it asks for the address of the library on channel 0 during manual configuration.

The 1912 adapter does not directly support High Availability (HA) configuration because auto-termination cannot be disabled on the adapter. See DR 181934. Support of LVD/SE devices in HA systems can be done via converter boxes where the termination on the HA SCSI bus is disabled in the converter box.

The SCSI adapter was tested with AIX 5.2 32-bit OS with libraries in target and LUN mode. On AIX5 64-bit OS, only target mode libraries were tested. The AIX 5.2 64-bit OS LUN mode issue (release note #389) is still unresolved at this time.
There are issues when using the HP 2200mx in LUN mode on a 32-bit operating system. See DR 178998.

Verify that the adapter has microcode level 05130077 or higher. If it does not, update the microcode.

Support starts with IS 4.0 SP4 HFP4.

Workaround:

HA configurations using the 1912 and HVD devices can be configured because the converter boxes act as an isolator and can have the terminators in the converter boxes disabled. LVD optical devices can be configured by using a SE to LVD converter box and disabling the terminators in the converter boxes on the LVD SCSI bus.

Users with optical libraries connected to the 1912 adapter after upgrade to HFP4 will need to run fnsod.install (as root) and then use configuration editor (fn_edit) to update with the new “five part” names that fnsod gave to devices connected to the 1912.

Keywords: 1912, LVD, SCSI, PCI-X, DDR, Ultra320

Reference: FNDTS00182291, FNDTS00178998, FNDTS00181934

523 Windows 2000 patches make optical devices non operational

Date: September 19, 2006

IS Release: 3.6.x and up

Subsystem: General Hardware

Platform: NT

O/S Name and Revision: Windows 2000

RDBMS Name and Revision: N/A

Release Notes Category: CIU

Symptom and Description:

The installation of Windows patches KB920685 and KB922582 can cause configured optical devices to not function. The user may see errors in the view log such as:

2006/09/15 11:25:32.398 214,0,134 <fnsw> dsched a (3172.3168 0xc64.c60) ... SOD_Open@2393: Can't open 'SOD.2020', WinErr=2

2006/09/15 11:25:32.398 30,0,2 <fnsw> dsched a (3172.3168 0xc64.c60) ... [SERIOUS] ODX a 8 Open failed, filename='D:\FNSW\dev\1\odda8.3020' err=ca64000a

Workaround:

- Recreate the device files: 1) fnddcfg –u, 2) fnddcfg, 3) reboot.
- Use fndev to verify that the device files were recreated and that the numbers are the same as recorded in fn_edit.

Keywords: KB922582, KB920685, patch, optical devices

Reference: FNDTS00189419

524 MSSQL 2000 Client Server Network Configuration Setting

Date: October 10, 2006

IS Release and Subsystem: 4.0 GA and higher

System/platform: WIN

O/S Name & Revision: Windows

RDBMS Name & Revision: MSSQL 2000

Release Notes Category: P/D

Symptom/Description:

MSSQL 2000 client server networking configuration instructions are missing from the Windows installation manual.

Workaround:

This change is for the manual “Installation & Configuration Procedures for Windows Server, Release 4.0.0” dated May 2003. Insert the following section on page 110 after the section “Register the SQL Database Server on the IS Server” and before the section “Optional Configuration Procedures”. The new section contains the following text:

Configure the Client Server Network

Follow the procedures in this section to configure the SQL 2000 software on your server.

On the server, click Start --> MicroSoft SQL Server and

Client Network Utility

or

Server Network Utility

The SQL Server Client Network Utility dialog box appears.

On the DB-Library Options tab, make sure the Automatic ANSI to OEM conversion option is NOT checked.

Keywords: MSSQL2000

Reference: FNDTS00189726

525 Support for HP AD278A PCI 8-Port Serial Multiplexer (MUX) Adapter

Date: October 27, 2006

IS Release: 4.0 SP4

Subsystem: General Hardware

Platform: HPUX

O/S Name and Revision: 11i v1

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

This is to announce support of the HP AD278A PCI 8-port Serial Multiplexer (MUX) adapter. This MUX adapter is used with a fan-out cable to provide connectivity to up to eight serial devices. It is supported on HP11i V1 with the appropriate OS patches and drivers, see adapter documentation.

Support starts with IS 4.0 SP4.

Workaround:

N/A

Keywords: AD278A, MUX, Serial, PCI

Reference: FNTDS00186181

526 Use of the fn_newinit Trigger File on Windows Servers

Date: November 1, 2006

IS Release: 3.6 SP3 and higher

SubSystem: Documentation

Platform: Windows Server

O/S Name & Revision: Windows 2000, Windows 2003

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description and Symptom:

In rare situations, the Image Services software could hang when it is started or restarted. The Image Services SysV initialization procedure calls Microsoft routines from within the dllmain (LibMain) function, which could potentially cause a deadlock condition.

Workaround:

1. As a user with Administrator privileges, make sure all Image Services processes are stopped by entering:

   initfnsw -y stop
   killfnsw -D -y

2. In the C:\temp directory, create a null trigger file called **fn_newinit**.

   The contents of this file are not examined, so it should be null in size. If this file exists, the Image Services SysV initialization procedure performs process and thread initialization outside the LibMain routine.

3. Start the Image Services software by entering:

   initfnsw start

The Image Services software should start with no problem.

Keyword(s): fn_newinit, dllmain, deadlock

Reference(s): FNDTS00116336, FNDTS00144190

527 CFS-IS Import Agent terminates when documents fail to import

Date: November 6, 2006

IS Release: 4.0 SP4
P8 CE Release: 3.5.1 & 3.5.2

Subsystem: IM - CE Integration

Platform: All

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom:

IS Import Agent terminates when document is unable to import to CE. It does not continue to import the other documents in the EXPORT_LOG table.

Description of Fix:

Changes have been made to CFS and IS for the 3.5 CFS-IS error handling problems. The IS_import_agent has been modified to support a configurable number of error occurrences before terminating. These fixes are for both P8 CE and IS. There are 2 modules for the P8 CE server side (FNK_PanagonResources.dll and IS_import_agent.exe) and 5 modules for the IS side on UNIX and 2 modules on Windows platform (INXI, erm.msg, erm.cat, German and French version of erm.cat, erm_err.dll).

A registry entry has been added that allows you to configure the number of errors before terminating. The IS_import_agent will not automatically terminate after encountering a "configuration" error when this configurable threshold has been set. The new error handling now allows the Import Agent to continue or abort processing depending on the error threshold. The Import Agent will maintain a running count of the number of error occurrences. If this count is less than the error tolerance threshold configured, then it will continue to process the remaining items in the EXPORT_LOG table. It will also log the doc id and general error message in the event log. The document that encounters the error will be deleted from the EXPORT_LOG and will need to be re-exported after the error has been corrected.

How Import Agent will Handle Errors

1. Data Errors (invalid update and unsupported date)

- Import Agent will not catalog or store the document
- Log doc id and other relevant info on CE
- Notify IS of the bad doc id
- Continue processing
- IS will log the doc id and then drop this row from the export log

2. Configuration Errors **See below for description of configuration errors
   - Log CE document GUID, IS doc id, CE doc class GUID and name, IS doc class name on CE
   - Log IS doc id on IS
   - Log general error text on CE
   - Inform IS which rows were successfully completed from this batch and which rows had the configuration errors

   If threshold is not configured: The Import Agent will inform IS to keep the error row in the export log. The Import Agent completes the current batch and stops processing to allow the administrator to fix the error. The errors are generally resolved by changing CFS-IS mapping.

   If the threshold is configured:
   - If the current number of errors is below the error threshold, the Import Agent will inform IS to drop the error rows from the export log. Import Agent will continue processing. The documents that encounter the error will have to be re-exported.
   - On the first error above the threshold, the Import Agent will inform IS to keep the error row in the export log. Import Agent will complete the current batch and abort processing. The document that encounters the error remains in the export log and does not need to be re-exported.
   - The threshold is per import agent, with a default of 3 agents for documents, processing will continue until the total number of errors is 3 times the threshold.

Error Types
Import Agent errors are classified into 2 categories, data and configuration errors.

1. Data Errors
   - Invalid update
   - Unsupported Date (any date < 1/1/1753)

2. Configuration Errors
   - IS choice list does not map directly into CE choice list
   - CE field is required (not-NULL) and is mapped to IS property that has a NULL value
   - CE field is required (not-NULL) and is not mapped to any IS field
   - Numeric Overflow IS# > CE #
   - String overflow IS string size > CE string size
   - Any other configuration error not listed above will be treated as configuration error and handled the same

How to Configure Error Threshold Parameter
A registry entry "CFS-IS Error Threshold" has been created for the handling of Import Agent errors. To add/configure the parameter:

- Set in Windows registry
- HKEY_Local_Machine>SOFTWARE>FileNet>ECM>Content Engine>Fixed Content>Image Services
- Add DWORD value "CFS-IS Error Threshold" with a decimal value between 1 and 2147483647 inclusive

If the threshold value is valid, an information type log will be generated in the Windows Event log upon startup. If the threshold value is outside the valid range, an error type log will be generated and the Import Agent will proceed with threshold value of 0.

Workaround

Apply the following fix packs and configure the "CFS-IS Error Threshold":

P8CE 3.5.1:

- Fix pack number: P8CE-3.5.1-1029
  Build: kl185.000.i20
  Location:
  <ftp://guestuser:patches@ftp.eng.filenet.com/SpecialReleases/P8/3.5.1/P8CE-3.5.1-1029/P8CE-3.5.1-1029.zip>
- IS server fix packs
  - SCR 273915, 274851 (AIX platform)
  - SCR 273915, 274853 (HPUX platform)
  - SCR 273915, 274854 (Solaris platform)
  - SCR 274855 (Windows platform)
  - SCR 273466 (all platforms)

  The IS server fix packs will be included in IS 4.0 SP4 HFP6.
- Configure "CFS-IS Error Threshold" registry entry on CE

P8CE 3.5.2:

- This will be available for 3.5.2 in the next fix pack release: P8CE-3.5.2-004.
- IS server fix packs
  - SCR 273915, 274851 (AIX platform)
  - SCR 273915, 274853 (HPUX platform)
  - SCR 273915, 274854 (Solaris platform)
  - SCR 274855 (Windows platform)
  - SCR 273466 (all platforms)

  The IS server fix packs will be included in IS 4.0 SP4 HFP6.
- Configure "CFS-IS Error Threshold" registry entry on CE

Keywords: CFS-IS, IS Import Agent, threshold

Reference: FNDTS00185943, FNDTS00192228, SCR 273466, SCR 273915, SCR 274851, SCR 274853, SCR 274854, SCR 274855

528 MKF Security Database Upgrade Prerequisite for Installing IS 4.0 SP5

Date: January 15, 2007

IS Release: 4.0 SP4 HFP4 and higher

SubSystem: Documentation

Platform: All

O/S Name & Revision: All

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description and Symptom:

Before you install IS 4.0 SP5, the MKF Security database must meet certain database size, block size, and buffer pool size criteria as described in the document, “Updating the MKF Security Database (Prerequisite for IS 4.0 SP5 and Higher)” dated November 2007.

The specific MKF configuration changes must be made and the software dependencies must be verified by an authorized technician before you install IS 4.0 SP5. Please contact your service representative for more information or to schedule the MKF configuration changes for your IS system.

This MKF Security database expansion is required for additional columns that will be automatically added to the database when you install IS 4.0 SP5. The new columns will be used for enhanced user and group security.

This update to the MKF Security database can be done several weeks or months before installing IS 4.0 SP5. Your current version of IS will work perfectly well with the new settings.

Workaround:

N/A

Keywords: MKF Security Database

References: N/A

529 Skip MSAR Surface File Identification for Tape Libraries

Date: January 17, 2007

IS Release: 4.0 SP4 HFP7
4.0 SP5 HFP1

SubSystem: Documentation

Platform: All

O/S Name & Revision: All

RDBMS Name & Revision: N/A

Release Notes Category: CON

Description and Symptom:

The Image Services 4.0 GA release introduced a new feature that automatically verifies and identifies MSAR surface files whenever the IS software is restarted. The surface identification process takes only a few minutes when the MSAR files are stored on magnetic disks within the SAN (storage area network) file system, but may take considerably longer when the MSAR files are stored in tape libraries.

The identification process (whether the MSAR files are in the SAN or a tape library) requires that each surface in the library be moved from a virtual slot location to one of the twelve virtual drives to be identified, to have the high water marks verified, and then to be returned to its original slot. For a library where all MSAR files reside on a SAN file system, this identification process is quick, but for a library whose MSAR files reside in a tape library, this process can be very time consuming.

Workaround:

Effective with IS 4.0 SP4 HFP7 and IS 4.0 SP5 HFP1 you can optionally bypass the surface identification process for your MSAR libraries.

To bypass the surface identification process for tape libraries, you need to create a configurable parameter file, msar_identify_disable.

- If this file does not exist, Image Services will continue to perform the surface identification for all MSAR libraries as usual.

- If this file exists, Image Services will skip the surface identification for the specific MSAR libraries listed in the file.

To create this file, follow these steps:

1. Log on as the **fnsw** user to the storage library server that is linked to the MSAR tape libraries.

2. Change to the appropriate directory:

   /fnsw/local/sd/1 on UNIX servers or
   <drive>:\fnsw_loc\sd\1 on Windows servers.

3. Use your preferred text editor, such as vi on UNIX servers, or Wordpad on Windows servers, to create a plain text file named **msar_identify_disable**.

   In this file, type the word “all” to skip the identification process for all MSAR libraries at startup. The word “all” can be either upper or lower case. The file would look like this:

   ```
   ALL
   ```

   Any data listed after “all” will be ignored.

4. If you want only certain individual MSAR libraries to be skipped, list each one on a separate line. The library letters are not case sensitive. The following example shows that the surface identification process would be skipped for libraries A and C during IS startup:

   ```
   Library a
   LIBRARY C
   ```

   IMPORTANT: To specify individual libraries on an IS 4.0 SP5 HFP1 system, you must also install **SCR 280456**. (This SCR will be included in IS 4.0 SP5 HFP2.)

   Each library letter in the file must represent an MSAR library, not an optical library. Any data in the file that is not recognized as an MSAR library is logged in the system log.

   All MSAR libraries that skip surface identification are logged in the system log.

5. Save the file and exit the text editor. The next time you restart Image Services, the surface identification for the MSAR tape libraries you have specified will be skipped.

Keywords: MSAR, StorageTek

References: FNDTS00197347, FNDTS00198722, FNDTS00198489, SCR 277618, SCR 277621, SCR 280456

530 Support for EMC Centera SDK 3.1 with IS 4.0 SP5

Date: June 10, 2008

IS Release: 4.0 SP5 HFP1

SubSystem: Documentation

Platform: All

O/S Name & Revision: All

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description and Symptom:

Image Services IS 4.0 SP5 HFP1 and higher releases support EMC Centera SDK 3.1. On AIX, Solaris, and Windows platforms, no configuration changes are needed to install SKD 3.1.

However, on HP-UX servers (HP 9000 only), must link the Centera libraries that are under /fnsw/lib/shobj to a new /fnsw/lib/shobj/3rdparty/centera directory and then add that path to the environment variable SHLIB_PATH to support EMC Centera SDK 3.1.

Workaround:

HP-UX (HP 9000 only):

Create new links for the client shared libraries for Centera

1. Stop the FileNet software and kill all remaining processes by entering:

   ```
   initfnsw  -y  stop
   initfnsw  -ADy
   ```

2. As the FileNet software user, such as fnsw, create a new directory for the Centera shared library links:

   ```
   mkdir  /fnsw/lib/shobj/3rdparty
   chown  fnsw:fnusr  /fnsw/lib/shobj/3rdparty
   mkdir  /fnsw/lib/shobj/3rdparty/centera
   chown  fnsw:fnusr  /fnsw/lib/shobj/3rdparty/centera
   ```

3. Change to the newly created directory:

   ```
   cd  /fnsw/lib/shobj/3rdparty/centera
   ```

4. Create new links for Centera by entering:

   ```
   ln  -s  /fnsw/lib/shobj/libFPLibrary.sl  libFPLibrary.sl
   ln  -s  /fnsw/lib/shobj/libFPLibrary.sl  libFPLibrary32.sl
   ln  -s  /fnsw/lib/shobj/libFPParser32.sl  libFPParser32.sl
   ln  -s  /fnsw/lib/shobj/libPAI_module32.sl  libPAI_module32.sl
   ```

5. Set the ownership for the new links by entering:

   ```
   chown  -h  fnsw:fnusr  *
   ```

Modify the .profile and .cshrc files

Modify the .profile and .cshrc files for the FileNet software user, such as fnsw, and any other users in the fnadmin and fnop groups who are responsible for starting and stopping the Image Services software.

1. Log in and use your preferred text editor to edit the .profile and .cshrc files.

   - In the Bourne or Korn shell, add the following line to the .profile file:

     ```
     export  SHLIB_PATH=$SHLIB_PATH:/fnsw/lib/shobj/3rdparty/centera
     ```

   - In the C shell, add the following line to the .cshrc file:

     ```
     setenv  SHLIB_PATH  $SHLIB_PATH:/fnsw/lib/shobj/3rdparty/centera
     ```

2. Repeat the previous step for each user.

3. Then start the Image Services software.

Keywords: EMC, Centera, SDK

References: ecmdb00767200

531 System crashes in SECI: endpt and usr are out of sync - after upgrade

Date: January 8, 2007

IS Release: IS 3.6ESE SP1-HFP15
IS 3.6 SP3-HFP14
IS 4.0 SP4-HFP6
IS 4.0 SP5-HFP1

Subsystem: Security

Platform: All

O/S Name and Revision: All

RDBMS Name and Revision: N/A

Release Notes Category: F/F

Symptom and Description:

After installing the above listed HFP's or SP5-HFP1, the system may crash in SECI, if the system reaches maximum concurrent users limit.

Elog shows

2007/01/09 12:39:31.823 <fnsw> SECs (1105932) ...
SECI(1105932): endpt and usrlogon cache are out of sync.

10-20 minutes later, other error messages are generated as a result and the system hangs. There is an SECs stub that dies with a binary interlock which causes the SECs to queue up until the system locks up.

Workaround:

If you have SCR 271681 or SCR 271668 for SECI module on any platform, you must install SCR 279900 for SECI, which is currently in the Pending Release directory for all platforms and current releases, or install a HFP or SP that supersedes those listed above.

Keywords: endpt, usrlogon cache, out of sync, SECI

Reference: FNDTS00197194, SCR 279900, SCR 271668

532 New test_raw_partition Tool for Testing Synchronous Writes

Date: February 22, 2007

IS Release: 4.0 SP4 and higher

SubSystem: Documentation

Platform: UNIX only (AIX, HP-UX, and Solaris)

O/S Name & Revision: All

RDBMS Name & Revision: N/A

Release Notes Category: CON

Description:

The **test_raw_partition** tool tests whether a UNIX platform supports raw partitions and synchronous writes to partitions and files.

Raw Partitions
On UNIX platforms, the Image Services CSM page cache and the MKF transient, permanent, and security databases are stored in raw partitions. (Raw partitions are called logical volumes on some platforms.)

Synchronous Writes
If your system uses a storage management system such as NAS (Network Attached Storage), SAN (Storage Area Network), or HSM (Hierarchical Storage Management), it must support synchronous writes. Any directories that are used for storing database files, any directories used for storing CSM cache files, and any MSAR creation directories must support synchronous writes. Otherwise, data may be lost in the event of a system crash or power failure. It is also a specific requirement of all database management system vendors for storing database files. The file systems of all IS-supported platforms are high performance, and all support synchronous writes.

Important: Although a platform supports synchronous writes, it might not be actually performing synchronous writes. Caching can occur at the OS level, the NAS/SAN level, and the disk drive level. Synchronous writes do not occur unless all such caching is disabled, so if the IS page cache or any of the MKF databases are placed on such a device, the caching must be disabled or the cache must be battery-backed-up.

How test_raw_partitions Works
The test_raw_partition tool counts the number of writes it can perform to the same sector of a file or partition within a fixed amount of time (20 seconds). If it's performing synchronous writes, the disk has to make one complete revolution between writes.

Assuming one disk revolution per write, test_raw_partition calculates the speeds of the disk in RPM (revolutions per minute).

The RPM number calculation is the number of writes to the same sector divided by the time interval in seconds times 60 seconds per minute.

(If the data is being cached, the speed is limited only by the speed of the CPU or memory, and the writes are asynchronous.)

Typically, server disks spin at rates of 3,600 to 7,500 revolutions per minute (RPM). The fastest spinning magnetic disks currently available might go as fast as 15,000 RPM. To allow for hardware improvements over the next number of years, test_raw_partitions considers 18,000 RPM to be achievable by a magnetic disk.

The test-raw-partition tool determines whether or not synchronous writes are being performed by performing these steps:

1. First, test_raw_partitions, computes the equivalent RPM number of the file or raw partition being tested based on the write rate described earlier.

2. Then test_raw_partitions creates an ordinary file with asynchronous writes and computes the equivalent RPM number.

3. Finally, test_raw_partions compares the two RPM numbers:

    - If the RPM number of the file or raw partition being tested is less than the minimum of 18,000 RPM, and one half the RPM number of a file with asynchronous writes, then the RPM number is assumed to be low enough to be achieved by synchronous writes to a magnetic disk. In this case, test_raw_partition passes the file or raw partition being tested.

    - If the RPM number of the file or raw partition being tested is equal to or greater than the minimum of 18,000, and one fourth the RPM number of a file with asynchronous writes, the file or raw partition being tested fails the test for synchronous writes.

Use:

Use the test_raw_partition tool to find out if a particular platform supports raw partitions and is performing synchronous writes.

The test_raw_partition tool can perform these tests:

- Create and test raw partitions
- Test existing raw partitions
- Create and test a file

Run test_raw_partitions as a user with **root** privileges to avoid permission problems.

Syntax:

test_raw_partition {vg=<vol_grp> | par=<partition_name> | file=<file_name>}

The vg, par, and file options are mutually exclusive.

Run test_raw_paritition with no options to display the online help.

Procedure:

Run test_raw_partition as a user with **root** privileges.

OPTION 1: Test a New Partition
Create a volume group for the test partition, or choose an existing volume group. Under the specified volume group, test_raw_partitions creates a test partition, runs a read/write test on the test partition, and then removes the test partition.

test_raw_partition vg=<volume_group_name>

The test_raw_partition tool creates a 16 MB (16*1024*1024) test partition fn_test_partn within the specified volume group, runs the read/write test on it, and then removes the test partition.

The test_raw_partition tool also creates a small temporary file, /tmp/fn_file_test, and automatically removes it at the conclusion of the test.

OPTION 2: Test an Existing Partition
You must manually create a test partition mapped to the devices of interest before running this program. The partition must be at least 16 MB (16*1024*1024) in size.

CAUTION: There must be NO valuable data in the test partition as DATA WILL BE DESTROYED by the disk write test.

test_raw_partition par=<full_path_name_of_the_test_partition>

The test_raw_partition tool creates a small temporary file, /tmp/fn_file_test, and automatically removes it at the conclusion of the test.

When test_raw_partition is done, you must remove the test partition manually.

OPTION 3: Test an Existing Directory

Important: Some platforms support synchronous writes, but not in certain file systems or directories. For example, some platforms do not support synchronous writes to files in /tmp. In such cases, no errors or warnings are produced.

test_raw_partition file=<full_path_name_of_test_file>

The test_raw_partition tool creates the specified test file, runs the synchronous write test, and then removes the test file. The test_raw_partition tool also creates a small temporary file, /tmp/fn_file_test, and automatically removes it at the conclusion of the test.

Sample Output:

Success Case

The following command was run to test whether files in the /msar_new directory support synchronous writes:

```
test_raw_partition  file=/msar_new/abc
```

The following output was produced.

```
PASS: partition opened for read/write
Starting 10 second write test on /tmp/fn_file_test
Performed 562816 writes to same sector in 10 secs
Corresponds to 3376896 RPM
Starting 20 second synchronous write test on /msar_new/abc
Performed 1520 writes to same sector in 20 secs
Corresponds to 4560 RPM
PASS: synchronous write test (RPM < min(18000, 844224))
PASS: open/close/read/sync-write test
PASS: ALL TESTS PASSED
DONE
```

Explanation:

The file /tmp/fn_file_test was created and tested for synchronous writes, then deleted. That file was created such that the writes would be asynchronous, so its RPM number was very high (3,376,896 RPM). There are no magnetic disks that spin anywhere near that fast.

Then the test file /msar_new_/abc was created and tested. The file was created such that the writes were supposed to be synchronous. The RPM number was 4560 RPM, which falls within the normal range for magnetic disks.

The minimum of 18,000 RPM and one fourth the asynchronous file RPM number is min(18000, 0.25 * 3376896), which is equal to min(18000, 844224), or 18000. Since 4560 is less than 18000, synchronous writes were performed to the test file /msar_new/abc. Therefore, the test file /msar_new/abc passed the synchronous write test.

Failure Case

The following command was run on a system different from the previous example to test whether files in the /msar directory support synchronous writes:

```
test_raw_partition  file=/msar/hello
```

The following output was produced:

```
PASS: partition opened for read/write
Starting 10 second write test on /tmp/fn_file_test
Performed 713621 writes to same sector in 10 secs
Corresponds to 4281726 RPM
Starting 20 second synchronous write test on /msar/hello
Performed 44804 writes to same sector in 20 secs
Corresponds to 134412 RPM
FAIL: writes not synchronous (or RPM > min(18000, 1070430))
FAIL: open/close/read/sync-write test
FAIL: SOME TESTS FAILED.
DONE
```

Explanation:
The file /tmp/fn_file_test was created, as before, to get the RPM number for files using asynchronous writes (that is, the OS performs caching). The computed number was 4,281,726 RPM, far faster than any magnetic disk.

Then the test file /msar/hello was created and tested. The computed number was 134,412 RPM, far faster than any magnetic disk. However, since the number was much smaller than for the /tmp/fn_file_test file, it implies that the “disk” was much slower. In fact, the equivalent FPM number is so low (but still faster than any magnetic disk) that it might be a SAN or NAS device that performs caching.

Since 134,412 is less than the minimum of 18,000 and 1,070,430 (one fourth the write write of files with asynchronous writes), the test file /msar/hello failed the synchronous write test.

Keywords: MSAR, synchronous writes, raw partitions

References: FNDTS00165295

533 Update to sync_write_test Procedure

Date: March 23, 2007

IS Release: IS 4.0

SubSystem: Documentation

Platform: All

O/S Name & Revision: All

RDBMS Name & Revision: All

Release Notes Category: CON

Description:

Current versions of the Image Services System Tools Reference Manual contain instructions for using the sync_write_test tool to determine whether a storage device supports synchronous writes. Support for synchronous writes is a requirement for systems using a storage management system such as NAS (network-attached storage), SAN (storage area network), or HSM (hierarchical storage management) for an MSAR directory.

During the test, the user is asked to disconnect the storage device, which should cause the sync_write_test program to fail the next time it attempts to write to the target file. Sync_write_test displays an error message and prompts the user to reconnect the target storage system.

Some customers have expressed reluctance to physically disconnect the storage device and have asked for an alternative procedure.

Note: Although running sync_write_test is not required, it is recommended if you are not sure whether your storage device supports synchronous writes. If the vendor of the storage device guarantees that the device supports synchronous writes, you do not need to use the sync_write_test tool.

Workaround:

Instead of physically disconnecting the storage device, you can use a soft disconnect to break the connection. For example, you would need to log onto the remote storage device and unexport the share. The sync_write_test tool will no longer be able to access the device and will issue the same error message and prompt as before.

Keywords: MSAR

References: FNDTS00203519

534 Support for Windows Vista with ISTK and IS RAC

Date: March 9, 2007

IS Release: ISTK 4.0 SP5 and IS RAC 4.0 SP5

Subsystem: Installation and Configuration

Platform: Windows

O/S Name and Revision: Windows Vista Business Edition

RDBMS Name and Revision: N/A

Release Notes Category: IUP

Symptom and Description:

This is to announce support of Windows Vista Business Edition on client machines for use with ISTK 4.0 SP5 and IS Remote Admin Console (RAC) 4.0 SP5.

Keywords: Vista, RAC, ISTK

Reference: FNDTS00189677

535 Manual Configuration for IBM 3996 Optical Libraries

Date: March 23, 2007

IS Release: 4.0 SP4 and higher

SubSystem: Documentation

Platform: ALL

O/S Name & Revision: ALL

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description and Symptom:

Image Services supports three models of IBM 3996 optical libraries:

- **Model 032**, which is equivalent to the Plasmon Gx32 with 1 or 2 drives.
- **Model 080**, which is equivalent to the Plasmon Gx80 with 2 drives or 4 drives.
- **Model 174**, which is equivalent to the Plasmon Gx174 with 2 drives or 4 drives.

Because the IS System Configuration Editor (fn_edit) does not list the IBM 3996 libraries as specific choices during configuration, you must select the equivalent Plasmon libraries.

It is not possible to automatically configure ("auto-config") the IBM 3996 libraries with fn_edit.

Solution:

1. Stop the Image Services software.

2. Turn off power to the Image Services server.

3. Attach the IBM 3996 optical library. Consult the OSAR Cable Tool for proper cabling. You can locate and download this tool from the IBM Information Management support page (www.ibm.com/software/data/support) by entering "OSAR Cable Tool" in the Search box.

4. Turn on power to the IBM optical library, and make sure it is ready.

5. Then turn on power to the IS server.

6. When the IS server has restarted, logon as a user with **root** privileges.

7. Follow the instructions in the platform related Image Services Installation manuals to run the commands that create the /dev/fnsod.xx.xx.xx.xx devices.

   Refer to the IS Installation and Configuration Procedures for your platform for information on adding a storage library.

8. Start the IS System Configuration Editor, fn_edit. Click **OK** in the Open Configuration Database window.

9. On the Procedures tab in the System Configuration Editor window, select the procedure, **Manually configure optical storage library**. Click **Run**.

10. In the Manually configure optical storage library" window, select one of the libraries below:

Selection	Comment
Plasmon Gx32	For IBM 3996 Model 032 with 1 or 2 drives
Plasmon Gx80	For IBM 3996 Model 080 with 2 drives
Plasmon Gx72	For IBM 3996 Model 080 with 4 drives
Plasmon Gx174	For IBM 3996 Model 174 with 2 drives
Plasmon Gx166	For IBM 3996 Model 174 with 4 drives

    Be sure to write down the Plasmon selection that corresponds to your IBM 3996 model. You will want to keep this information for future reference.

11. At the prompts, enter the appropriate information for the IBM 3996 library you are configuring. After each prompt, click **Next** to continue.

    - library number
    - SCSI address
    - number of storage drives
    - Select the Plasmon UDO 30GB Drive
    - storage drive position
    - SCSI address for the storage drive
    - whether you want the storage drive to favor writes

12. When Edit procedure completed successfully displays, click **OK**.

13. From the pull-down File menu in the System Configuration Editor window, select **Save**.

14. Then select **Exit** from the File menu, and click **Yes** when you are prompted to save changes to current configuration.

15. Click **OK** when you're prompted with the message:

Restart Image Services, then run Database Maintenance to re-save all families. Failure to update the families will affect document committal.

16. Start the FileNet Image Services software.

17. Launch the IS Application Executive, Xapex, and start the Storage Library Control program to confirm that the library is configured.

    Note that the IBM library will be displayed as a Plasmon library.

18. Also in Xapex, run Database Maintenance as you were prompted earlier to save the media families.

Keywords: IBM 3996, Plasmon, Optical Library

References: FNDTS00200955

536 Setup of Paralan MH16A/MH32A LVD/HVD Converters in a High Availability Configuration

Date: January 21, 2008

IS Release: 4.0 and higher.

Platform: All

O/S Name & Revision: All

RDBMS Name & Revision: N/A

Release Notes Category: H/W

Description:

When IBM FileNet Image Services (IS) servers are configured in a High Availability (HA) environment that uses Paralan MH16A/MH32A converters to connect LVD SCSI adapters to HVD optical devices, you must make two hardware changes to the converters. The following procedure applies to all IS-supported hardware platforms that use LVD SCSI adapters and Paralan MH16A/MH32A converters.

Glossary
HA – High Availability. A technique of having multiple duplicate servers to guarantee uptime.

LVD – Low Voltage Differential. An electrical signal protocol that uses two wires per signal. Low voltage is 3.3 volts. Cabling and differential signaling dramatically increases the speed and noise immunity of the signals.

HVD – High Voltage Differential. An electrical signal protocol that uses two wires per signal. Low voltage is 5.0 volts. Cabling and differential signaling dramatically increases the speed and noise immunity of the signals.

PCB – Printed circuit board.

SCSI – Small computer system interface.

SE – Single Ended. A SCSI electrical signal protocol, which was an early implementation and is limited in distance and speed.

SE/LVD SCSI adapters – SCSI adapters that can switch between SE and LVD mode. The mode is determined by what device is plugged into the adapter. If an

SE device is placed on the SCSI bus, then the entire bus switches from LVD mode to SE mode.

Configuration Background

Many Image Services systems have large amounts of optical data that is accessed by optical drives in optical libraries that use the HVD SCSI interface. However, in recent years, the design and production of the LVD SCSI adapters has outpaced HVD adapters. LVD devices cannot be directly attached to HVD devices, so LVD to HVD converters fulfill this requirement. Image Services systems use Paralan MH16A or MH32A converters to connect an LVD SCSI adapter in the server to an HVD optical device. See Figure 1 for an example of a typical HA configuration.

In an Image Services High Availability environment, Paralan converters require two internal modifications:

- Set the W6 jumper to enable SE mode. LVD SCSI protocol is much faster than the earlier SE protocol, and this speed difference causes some incompatibilities when connecting LVD and HVD devices. Some of the timing pulses need to be slowed down and stretched out.

- Remove the four termination resistor packages. In HA configurations, the terminators in the middle of the SCSI bus must be removed or disabled.

Making these two setup changes to the converters has produced successful HA configurations between LVD SCSI adapters and HVD optical devices.

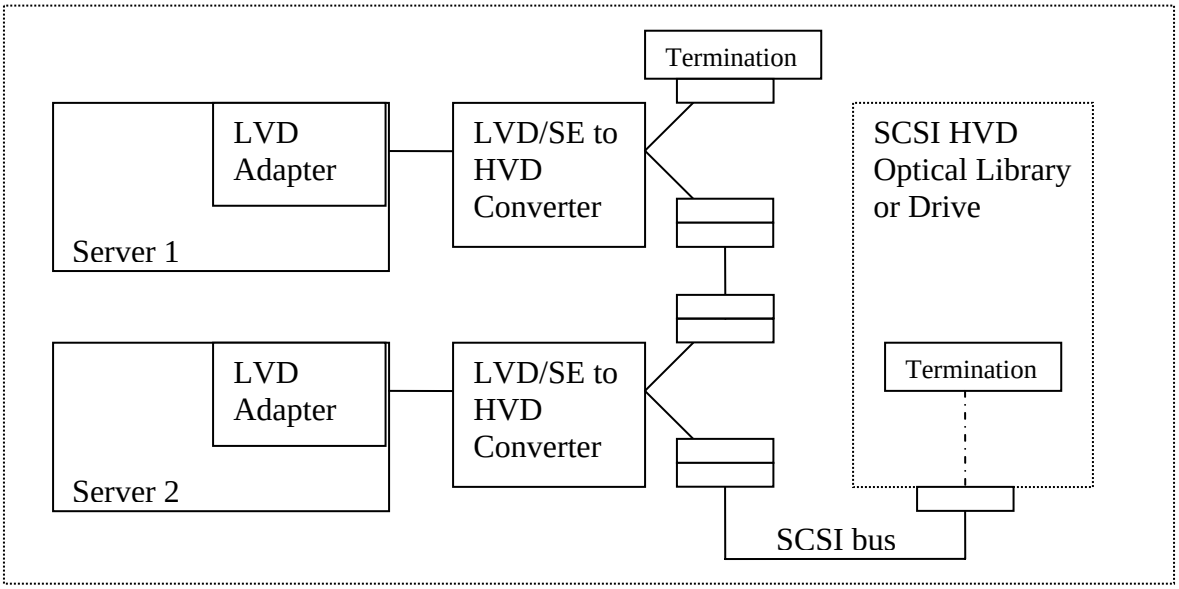


Figure 1: Typical HA configuration with LVD adapters and HVD libraries

OSAR Cable Tool
The OSAR Cable Tool points to this procedure. When configuring HA environments with HVD libraries and LVD adapters, this message appears:

> "In High Availability (HA) systems the termination of Host Converter connecting from the <Your Adapter Model Number> (LVD) Dual Port SCSI Adapter to the HA SCSI Bus must be disabled. That is, the SCSI Converter termination on the side connected to the library must be disabled. The internal SCSI resistor packages must be removed from the side of the SCSI Converter that goes to the optical devices in order to disable the SCSI Bus termination.
>
> "Note: Termination on the side of the converter that goes to the host adapter is to remain enabled."

Cable Restrictions
The SE cable that connects the SE/LVD connector on the converter to the SCSI adapter in the server must be very short. SE protocol is very restrictive and is not immune to noise. The maximum cable length should be 3 feet.

Procedure:

Modify both converter units at the same time. Converting one and not converting the other one leaves the system as a whole in an undefined state.

To setup the Paralan MH16A or MH32A, you will need the following tools:

- Small Philips head screwdriver.
- 3/16 inch hex head socket driver
- Small flat blade screwdriver or narrow knife for prying up IC chips.
- Tweezers or small long nose pliers.

If you have questions at any point during this procedure, refer to the Paralan documentation that came with the converter.

1. Disassemble the case.

a. Remove the two 3/16 inch hex nuts from the side of the converter with the Power and Activity LEDs.

b. Remove the two Philips screws from the other side of the converter.

c. Slide out the converter PCB and the end plate.

2. Remove the four termination resistor packs from the HVD side of the PCB.

The resistor packs are labeled RN1 to RN4. Gently unseat each pack using a small prying device such as a small flat blade screwdriver. Be careful to not damage the PCB board or the components on it. (The resistor packs can be discarded.)

3. Set the LVD/SE side of the converter to SE mode.

Locate a spare jumper that is only on a single pin and move it onto the W6 pins. Place a jumper on to the two pins labeled W6. These pins are also labeled S.E.

4. Reassemble the case.

a. Slide the modified PCB back into the case.

b. Reattach the 3/16 inch hex nuts to one end and the two Philips head screws to the other end.

c. Tighten the fasteners securely but not excessively.

5. Label the modified converters.

To document the state of the converter, place a label on each modified converter. Print this page and tape one of these labels on each modified converter.

Paralan MH16A / MH32A has been modified:
- No termination on the HVD side
- SE Mode selected on the LVD/SE side

Paralan MH16A / MH32A has been modified:
- No termination on the HVD side
- SE Mode selected on the LVD/SE side

Keywords: Paralan converter High Availability HA SCSI termination

Reference: ECMDB00745528

537 Throttle for COR ELOG messages

Date: February 25, 2008

IS Release: IS 4.0 SP4

Subsystem: SystemV Networking

Platform: All Platforms

O/S Name and Revision: N/A

RDBMS Name and Revision: N/A

Release Notes Category: CON

Symptom and Description:

Various network-related problems might cause some error messages to repeat continuously in the ELOG file. These messages can cause the ELOG file to grow very large and can also have a negative impact on system performance.

(In the following messages, ### represents any number and XXX represents any string of alphabetical characters.)

Messages that only appear on UNIX systems:

"cor_PutPacket: connection terminated prematurely"

"Reject connection due to lack of server"

"COR_Listen (###): Warning: got SIGPIPE while talking to XXX, connection abnormally terminated"

"PANIC: cannot init cor handle"

"maximum COR connections exceeded"

"OPPM_GetProcess: rpcq_enqueue failed, rejecting connection"

Messages that appear on both UNIX and Windows systems:

"An SNMP trap was issued for this error with trap code ###, trap severity '###' XXX"

"COR got Error in Ocor_snd, code=###"

"cor_PutPacket failed to XXX"

Workaround:

You can configure a special Image Services trigger file that throttles the various COR ELOG messages. This feature allows you to limit the number of times the various COR messages are logged.

If you find that any of these messages repeat continuously, perform the following steps to limit their output.

The following example allows only one out of every 500 of the messages to be logged. The number 500 is only a suggestion - you can use other values.

UNIX:
1. initfnsw stop
2. killfnsw -ADy
3. echo 500 > /fnsw/local/tmp/syslog_counter
4. initfnsw start

Windows:
1. initfnsw stop
2. killfnsw -Dy
3. echo 500 > C:\fnsw_loc\tmp\syslog_counter (assuming IS is installed on the C: drive)
4. initfnsw start

Note that creating the trigger file does not fix the underlying problem that is causing the repeated messages. You must still troubleshoot the system to determine the cause of the network problem.

Keywords: Courier messages, network, throttle

Reference: ecmdb00747401, ecmdb00747514, ecmdb00747617

538 Adaptec Ultra 320 SCSI adapters on Windows 2003 servers do not support optical libraries in LUN mode

Date: May 22, 2008

IS Release: 4.0.2

Subsystem: H/W

Platform: Windows Server

O/S Name and Revision: Windows 2003

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

There have been issues found trying to use Adaptec Ultra 320 SCSI adapters with optical libraries in LUN mode. The Adaptec SCSI adapters at issue are 29320ALP-R, 29320LPE, and 39320A-R. As a result, devices operating in LUN mode are not supported by Image Services with these adapters.

When Image Services is started , dsched reports errors on the first empty drive after a drive that contains a surface. For example, if drive 1 contains a surface and drive 2 is empty, errors are generated in the view log for drive 2. The errors in the view log look like the following example:

```
2004/07/21 09:43:24.580 214,0,152 <msar> dsched b (2976.2968.69 0xba0.b98) ...
get_moerr:@1279:Hardware I/O Error Detected.

2004/07/21 09:43:24.580 <msar> dsched b (2976.2968.69 0xba0.b98) ...
sod_io:ErrorNoSense@1849:CMD 1b Tgt: 4 LUN: 1 WinError: 1117(45d)

2004/07/21 09:43:24.596 214,0,121 <msar> dsched b (2976.2968.69 0xba0.b98) ...
SOD_Ioctl@1878: Sync Io 'SOD.3041', retry=0
WinErr=1117, Ioctl stat=0, SCSI stat=x0, moerr=3

2004/07/21 09:43:24.596 214,0,121 <msar> dsched b (2976.2968.69 0xba0.b98) ...
SOD_Ioctl@1881: Len=44, SS=00, Device=0/4/1, In=1
CdbLen=6, SenseLen=240, XferLen=0, TO=600
Buffer=x00000000, Offset=48

2004/07/21 09:43:24.596 214,0,121 <msar> dsched b (2976.2968.69 0xba0.b98) ...
SOD_Ioctl@1882: Hex Dump of 'Cdb' Buffer
x0000 1b000000 0100 '......'

2004/07/21 09:43:24.612 214,0,121 <msar> dsched b (2976.2968.69 0xba0.b98) ...
SOD_Ioctl@1884: Hex Dump of 'AutoSense' Buffer
x0000 00000000 00000000 '........'
```

2004/07/21 09:43:24.612 30,0,9 <msar> dsched b (2976.2968.69 0xba0.b98) ... [SERIOUS]
ODlib b 2 'ODerr' Sect=256 Blks=0
Cmd=SpinU MoErr=3 Status=Good

Workaround:

N/A

Keywords: Adaptec 29320LPE, 29320ALP-R, 39320A-R, Ultra320, SCSI, IBM 39R8743

Reference: ecmdb00328745, ecmdb00757017 (enhancement request)

539 IS support for Adaptec 29320LPE PCI Express LVD/SE SCSI adapter on Windows 2003 servers.

Date: May 20, 2008

IS Release: 4.0.2

Subsystem: H/W

Platform: Windows Server

O/S Name and Revision: Windows 2003

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

Announcing support for the Adaptec 29320LPE SCSI adapter. The Adaptec 29320LPE is a single port PCI Express LVD/SE SCSI adapter that goes in Windows 2003 servers. You can install or update the latest driver from the Adaptec Web site: "Adaptec "Ultra320 SCSI Drivers v7.0.0.6 for Windows Server 2003 and XP, Microsoft certified".

Values for the Adaptec 29320LPE SCSI Adapter:

SCSI*Select* Options	Value Description	Value
SCSI Bus Interface Options	SCSI Controller ID	7
SCSI Bus Interface Options	SCSI Controller Parity	Enabled
SCSI Bus Interface Options	SCSI Controller Termination	Automatic (unless this is a HA environment. If HA then Disable.)
SCSI Device Configuration Options – BBS Systems Only	Select Master SCSI Controller	Disabled
SCSI Device Configuration Options – BBS Systems Only	Boot SCSI Controller	Disabled
SCSI Device Configuration Options – Non-BBS Systems Only	Select Master SCSI Controller	First
SCSI Device Configuration Options –	Boot SCSI Controller	Disabled

Non-BBS Systems Only		
SCSI Device Configuration Options – Non-BBS Systems Only	Boot SCSI ID	0
SCSI Device Configuration Options – Non-BBS Systems Only	Boot LUN Number	0

Advanced Configuration Options	Reset SCSI Bus at IC Initialization	Enabled
Advanced Configuration Options	Display <Ctrl><A> Messages during BIOS Initialization	Enabled
Advanced Configuration Options	Extended INT 13 Translation for DOS Drives > 1 Gbyte	Disabled
Advanced Configuration Options	Post Display Mode	Verbose
Advanced Configuration Options	SCSI Controller INT 13 Support	Disabled; Scan Bus
Advanced Configuration Options	Domain Validation	Disabled
Advanced Configuration Options	Support Removable Disks Under INT 13 as Fixed Disks	Disabled
Advanced Configuration Options	BIOS Support for Bootable CD_ROM	Disabled
HostRAID Options	HostRAID	Disabled

SET THESE VALUES FOR the SCSI Device Ids 0 to 7:

SCSI Device Configuration Options	Sync Transfer Rate (MB/sec)	160 MB/sec.
SCSI Device Configuration Options	Packetized	No
SCSI Device Configuration Options	QAS	No
SCSI Device Configuration Options	Initiate Wide Negotiation	Yes
SCSI Device Configuration Options	Enable Disconnection	Yes
SCSI Device Configuration Options	Send Start Unit Command	No
SCSI Device Configuration Options	BIOS Multiple LUN Support	No
SCSI Device Configuration Options	Include in BIOS Scan	No

Workaround:

N/A

Keywords: Adaptec 29320LPE, Ultra320 SCSI Drivers

Reference: ecmdb00757017 (enhancement request)

540 Windows 2003 may create lettered drives for newly connected optical libraries

Date: May 22, 2008

IS Release: 4.0.2

Subsystem: H/W

Platform: Windows Server

O/S Name and Revision: Windows 2003

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

On servers running Windows 2003, the operating system can create lettered drives for newly connected optical drives. Operations appear to run successfully, but if you access the optical drive for which a lettered drive exists, errors are written to the elog. Rebooting the server removes the lettered drive and ends the errors.

The errors in the view log look like this example:

```
2008/02/20 08:08:28.187 214,0,121 <msar> dtp c 1  (3732.2592.174 0xe94.a20) ...
SOD_Ioctl@1932: Hex Dump of 'Cdb' Buffer
  x0000 00000000 0000             '......'

2008/02/20 08:08:28.187 214,0,121 <msar> dtp c 1  (3732.2592.174 0xe94.a20) ...
SOD_Ioctl@1934: Hex Dump of 'AutoSense' Buffer
  x0000 00000000 00000000         '........'

2008/02/20 08:09:03.328 214,0,115 <msar> dtp c 1  (3732.2592.174 0xe94.a20) ...
SOD_Ioctl@1895: Unexpected WinErr 31 on 'SOD.01000500'

2008/02/20 08:09:03.343 214,0,121 <msar> dtp c 1  (3732.2592.174 0xe94.a20) ...
SOD_Ioctl@1928: Sync Io 'SOD.01000500', retry=0
            WinErr=31, Ioctl stat=0, SCSI stat=x0, moerr=0

2008/02/20 08:09:03.343 214,0,121 <msar> dtp c 1  (3732.2592.174 0xe94.a20) ...
SOD_Ioctl@1931: Len=44, SS=00, Device=0/5/0, In=1
            CdbLen=6, SenseLen=240, XferLen=0, TO=600
            Buffer=x00000000, Offset=48
```

Workaround:

Reboot server.

Keywords: SCSI, lettered drives

Reference: ecmdb00748888, ecmdb00757017 (enhancement request)

541 Recovery from error 90,1,26 after adding string text.

Date: June 8, 2008

IS Release: 4.0

Subsystem: Database Maintenance

Platform: N/A

O/S Name and Revision: N/A

RDBMS Name and Revision: DB2

Release Notes Category:

Symptom and Description:

When you are adding a string index through Database maintenance, you receive the 90,1,26 error tuple because your DB2 page size is not set large enough to accommodate the new string.

Workaround:

To recover from this error, you need to export all tables under schema f_sw from your tablespace. Then, create a tablespace with larger page size (16K or 32K) and import the data back into the newly created tablespace.

Note: A smaller page size makes data retrieval faster; however, a larger page size makes a larger number of user-defined index fields possible. For more information, refer to the Guidelines for IBM DB2 Software. To download the file, see Accessing IBM FileNet documentation, compatibility matrices, and fix packs.

To recover from the error, complete the following steps:

1. Export all tables from the old tablespace (userspace1, for example) using DB2 tools.

2. Create a new tablespace (userspace2, for example) with the desired page size (32k, for example) using DB2 tools.

3. Update CDB RDB Objects in the RDB Object tab (using fn_edit) with the new tablespace name (userspace2, for example), by editing the Object Name field.

4. As the fnsw user, rebuild the system configuration files by entering:

fn_build -a

5. Create all tables and system indexes by entering the following commands:

INXdbgen -f -m

WQS_table_gen -f

6. Import the backup from the old tablespace (userspace1) to the new tablespace (userspace2).

Keywords: 90,1,26, page size

Reference: ecmdb00757939

542 Slow performance on AIX 5.3 servers caused by high CPU use in the kernel area.

Date: April 5, 2008

IS Release: 4.0.50

Subsystem: Image Services: Networking

Platform: AIX

O/S Name and Revision: 5.3

RDBMS Name and Revision: N/A

Release Notes Category: P/D

Symptom and Description:

In the AIX 5.3 OS with the default vmm_fork_policy, a large volume of RPC requests causes an excessive number of forks per second and results in a high CPU utilization in the kernel area. There is a new default vmm_fork_policy (value of 1) in AIX 5.3, and it is designed to reduce memory usage. This new policy isn't helpful if the parent process (like OCOR_Listen) isn't using a lot of memory. The vmm_fork_policy has the following possible settings:

- A value of zero (1) causes memory pages to be copied to a child process only when the child process modifies them.
- A value of one (0) causes memory pages to be copied to a child process when the child process either references them or modifies them.

Workaround:

To work around this slow performance issue, use the old vmm_fork_policy which was in place prior to AIX 5.3 by setting vmm_fork_policy to 0. This results in less overhead so Image Services is holding onto the kernel lock for a shorter duration of time.

To set the vmm_fork_policy to 0, enter the following command as a user with root privileges:

```
vmo -p -o vmm_fork_policy=0
```

Setting the vmm_fork_policy to 0 has an immediate effect for all newly created processes and persists after an AIX reboot. All Image Services processes pick up the change when the IS software is restarted.

Keywords: forks, RPC requests, performance, CPU usage

Reference: ecmdb00752589

543 IS support for ATTO UL5D PCI Express LVD/SE dual port SCSI adapter on Windows 2003 servers.

Date: July 29, 2008

IS Release: 4.0

Subsystem: H/W

Platform: Windows Server

O/S Name and Revision: Windows 2003

RDBMS Name and Revision: N/A

Release Notes Category: H/W

Symptom and Description:

Announcing support for the ATTO UL5D SCSI adapter. The ATTO UL5D is a dual port PCI Express LVD/SE Ultra320 SCSI adapter that goes in Windows 2003 servers. Minimum levels supported are BIOS: 2.25, Firmware: 2/18/2008, and Driver: 3.10. These, and updated versions, are downloadable from the ATTO Web site.

The SCSI card supports optical devices operating in target or LUN mode.

In the case of a hardware error, the ATTO UL5D returns only 20 bytes of Request Sense data.

Values for the ATTO UL5D SCSI Adapter in the ATTO ExpressPCI setup utility (available during boot phase) under Adapter Menu>Configure Adapter Channel. Values must be set for each channel used.

Screen Title	Value Description	Value
Host Adapter Settings	Boot Driver	Disabled
Host Adapter Settings	SCSI Bus Termination	Auto (unless this is an HA environment. If HA then Disable.)
Host Adapter Settings	Initiator ID	7
Host Adapter Settings	SCSI Bus Reset Delay	3 sec.
Host Adapter Settings	Selection Timeout	250 ms
Host Adapter Settings	Quick Arbitrate & Select	No
Host Adapter Settings	Max Single-Ended Sync Rate	20/40

SET THESE VALUES FOR the SCSI Device Ids 0 to 7:

SCSI Device Settings	Disc	Yes
SCSI Device Settings	Tagged	No
SCSI Device Settings	Sync	SyncDT-IU
SCSI Device Settings	Wide	Wide
SCSI Device Settings	Sync Offset	127
SCSI Device Settings	Sync Rate	320 DT
SCSI Device Settings	Enable LUNs	0-7

Workaround:

N/A

Keywords: ATTO UL5D, PCI Express, Ultra320 SCSI

Reference: ecmdb00760677 (enhancement request)

544 Error While Implementing Enhanced Document Security

Date: October 23, 2008

IS Release: 4.0 SP3 and higher

SubSystem: Documentation

Platform: ALL

O/S Name & Revision: ALL

RDBMS Name & Revision: N/A

Release Notes Category: IUP

Description and Symptom:

Enhanced document security was introduced in IS 4.0 SP3.

The FileNet algorithm that encrypted and decrypted the security information stored data in the high order bit (the 8th most significant bit) of each byte in the security information field. This was acceptable when the Image Services system was using the single-byte US7ASCII character set because the high order bit of each byte was not being used by the character set. However, if a different character set was being used, the high order bit for encrypting and decrypting the security attributes could conflict with the character translation used by the relational database management system (Oracle, MS SQL Server, or DB2).

Three new integer columns were added to the FileNet reserved area of the index (or WorkFlo queue) database during the upgrade to Image Services 4.0 SP3 and higher releases to support the enhanced security schema. These new columns are used to hold the appropriate document security information, independent of any character set constraints.

The document, *Implementing Enhanced Document Security*, describes the process of transferring security information into the new index database columns. After you run the command **fn_util mlb_mig_sec_cols** on page 10, you might find messages similar to these in the event log:

> 2008/03/17 10:00:10.971 211,1,11 <msar> D:\FNSW\bin\tm_daemon.exe (568.656.0 0x238.290) ... [SERIOUS]
> TM_daemon error: Shared memory file mapping still exists. Please take screen shot of NT Task Manager and \fnsw\procs\!
>
> 2008/03/17 10:00:10.987 211,0,3 <msar> D:\FNSW\bin\tm_daemon.exe (568.656.0 0x238.290) ... [CRITICAL]
> select: ok_to_send (error=10038). Exiting...

The system does not behave adversely otherwise.

Solution:

Shut down Image Services manually before you run the **fn_util mlb_mig_sec_cols** command.

- After step 1 (Turn off Archive Logging) on page 9, shutdown the Image Services software manually before running the **fn_util mlb_mig_sec_cols** command,

  ```
  initfnsw -y stop
  killfnsw -DAy     (UNIX)
  killfnsw -D -y    (Windows)
  ```

- Continue with step 2 to ensure that the relational database software is running.

- Run the **fn_util mlb_mig_sec_cols** command as described in step 3. When you see the message that IS will be shutdown, respond with **y** even though IS is already shut down.

- Use the **vl** (view log) command as described in step 4 to verify that the messages did not appear.

Keywords: Enhanced Document Security, fn_util, upgrade

References: ecmdb00751215

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